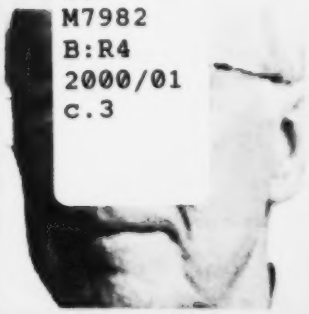
BRITISH COLUMBIA

2000 – 2001
Report on Multiculturalism

GOVERNMENT OF BRITISH COLUMBIA



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BRITISH COLUMBIA

REPORT ON MULTICULTURALISM
GOVERNMENT OF BRITISH COLUMBIA
2000/01

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To His Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the *Multiculturalism Act*, I respectfully submit the eighth annual report on the operation of the Act. This report covers the activities for the 2000/01 fiscal year.

Respectfully submitted,

George Abbott

Honourable George Abbott
Minister of Community, Aboriginal
and Women's Services

Honourable George Abbott
Minister of Community, Aboriginal
and Women's Services

Honourable Minister:

I respectfully submit the *Report on Multiculturalism: Government of British Columbia 2000/2001*. This report documents the activities of the Government of British Columbia, Crown corporations and the Advisory Council on Multiculturalism in support of the *Multiculturalism Act* for 2000/01.

Yours truly,

Bob de Faye
Deputy Minister
Ministry of Community, Aboriginal
and Women's Services

1. EXECUTIVE SUMMARY

The Ministry of Aboriginal Affairs' commitment to multiculturalism is reflected in the ministry's Employment Equity Action Plan. The ministry is committed to creating a work environment that

reflects, respects and values the diversity of all British Columbians by:

- Ensuring active participation in the Inter-ministerial Multiculturalism Committee.
- Circulating information and resource material throughout the ministry to promote awareness.
- Supporting staff attending ethnic employee association meetings.
- Encouraging employees to attend workshops on cultural awareness sessions and training.
- Ensuring fairness and equity in the ministry's programs and policies.
- Ensuring recruitment and selection process is free of systemic barriers by making sure an employment equity representative is involved in the process.
- Promoting a workplace of trust where employees treat one another with respect and dignity.

2. CORPORATE COMMITMENT

The Ministry of Aboriginal Affairs' commitment to the principles stated in the *Multiculturalism Act* includes a commitment to creating a work environment that values and reflects the diversity of the population of British Columbia. The ministry's corporate support for multiculturalism is reflected in both employment equity initiatives and the expectation that all employees act in a way which demonstrates respect for all individuals regardless of ethnicity.

The ministry continues to support multiculturalism by ensuring active participation in the Inter-ministerial Multiculturalism Committee. The ministry encourages employees of designated equity groups to participate on respective employee associations (i.e. Aboriginal Employees Association) and the ministry's Employment Equity Committee.

3. MINISTRY GOALS AND OBJECTIVES

The ministry has a primary responsibility for treaty negotiations in the province of British Columbia. Through treaties and other negotiated agreements, the ministry works with other agencies and First Nations to enhance self-reliance in aboriginal communities both on and off reserve.

The ministry's multiculturalism goals include:

- fostering a work environment which promotes cross-cultural understanding, embracing the principles of human rights and the elimination of discrimination and racism;
- attaining a workforce, representative at all levels, that reflects the ethnic diversity among the B.C. population.

4. COMMUNICATION

The ministry's *Annual Report on Multiculturalism* is available to all ministry employees through electronic access. The ministry will continue to offer training to staff to sensitively employ communication skills appropriate to managing a diverse workforce.

Communications about current equity issues, such as the ministry's Employment Equity Action Plan, workforce survey results, mentoring program, offerings of education and awareness sessions, updates on multicultural initiatives, are posted under the electronic Employee Announcement file folder. The purpose of making this information available to all staff is to promote awareness and understanding of the challenges related to providing culturally sensitive services to members of the diverse population of British Columbia.

Educational materials promoting awareness of cultural diversity, including posters promoting Multiculturalism Week, Aboriginal Awareness Day and the multiculturalism monthly calendar of events, are displayed.

5. REVIEW AND EVALUATION OF LEGISLATION, PROGRAMS, SERVICES AND POLICIES

Ministry of Aboriginal Affairs' human resource policies and procedures continue to be reviewed. The ministry has two programs (First Citizens' Fund and the First Peoples' Heritage, Language and Culture Advisory Council) which are specifically for aboriginal peoples. The ministry continues to review these programs for multicultural issues and make recommendations to Executive, where necessary, on ways to improve delivery.

Many branches within the ministry continue to enrich their work environment by hiring auxiliary employees, regular employees and co-op students from diverse cultural backgrounds.

The Human Resources Branch advertises position vacancies with friendship centres, band offices and other multicultural outreach organizations.

6. AWARENESS / EDUCATION SESSIONS

The ministry has an adequate training and development budget. Training in employment equity is included in training plans. The ministry delivered Aboriginal Cultural Awareness sessions and will continue to encourage employees to participate in and promote these and other equity sessions. The ministry participates in Career and Job Information Fairs hosted by educational institutes as well as multicultural organizations.

7. SIGNIFICANT PROGRAMS AND INITIATIVES

The ministry's employment equity implementation committee continues to meet monthly with representatives from the Aboriginal Employees Association, the Visible Minorities Employees Association, and the Employees with Disabilities Association. Human Resources Branch advertises a wide range of articles, websites, and videos on all aspects of diversity.

8. OVERVIEW OF PROGRESS / ADDITIONAL COMMENTS

The ministry respects the unique, culturally-defined needs of various client populations. The ministry also recognizes that its programs and services must be delivered in a culturally competent manner. The ministry will continue to look for ways to enhance its delivery system and to make recommendations for change as needed. Recruitment strategies to hire new staff from multicultural communities continue to be reviewed for effectiveness.

In 2000, the ministry was proud to be the recipient of a Multiculturalism Award for its recruitment and selection initiatives resulting in a more culturally diverse workforce.

9. ACTION PLANS AND INITIATIVES FOR 2001/02

- Encourage the use of plain language that is as inclusive as possible. *Ongoing*
- Train employees from diverse backgrounds to participate on hiring panels. *Ongoing*
- Continue to support the "Valuing and Welcoming Diversity." Discoverability, culturally responsive delivery, and reasonable accommodation sessions offered by the Employee Learning Services. Continue to use culturally responsive service programs through PSERC. *Ongoing*
- Utilize remedial measures and barrier identification and removal actions to increase employment and retention of designated group members. *Ongoing*
- Promote multiculturalism through distribution of articles, clippings of interest and posters for display. *Ongoing*
- Report on ministry's progress and communicate progress to all staff. *Quarterly*
- Give preference on hiring auxiliary staff to designated EE groups. *Ongoing*
- Continue to update links from the ministry's internet website for both employees and public to access equity-related sites. *Ongoing*
- Review the ministry's two programs (First Citizens' Fund and the First Peoples' Heritage, Language and Culture Advisory Council) and make recommendations on ways to improve delivery. *Ongoing*
- Communicate to our clients, a realistic level of service on a program basis. *Ongoing*

EXECUTIVE SUMMARY

The Ministry of Advanced Education, Training and Technology (MAETT) was created in February of 1998 to provide leadership and support for an advanced education and training system that

provides all British Columbians with opportunities to develop the skills and knowledge they need to live productive and fulfilling lives, and to contribute to the changing economic, social and cultural life of our Province.

MAETT's multiculturalism policy is based on the Public Service Employee Relations Commission policy, which welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.

Highlights for 2000/01 include:

- Ongoing implementation of a strategic plan for the college and institute sector to meet the increasingly diverse needs of learners and the complex demands of society.
- Providing 14 scholarships to high school students to go towards a two-year program at United World Colleges.
- Funding the South Asian Women's Project at Kwantlen University College through the Skills for Employment Program. This project provides training specifically for immigrant women.
- Funding 16 new spaces in the ESL Nurse Refresher program as part of an initiative to reduce barriers for foreign-trained nurses to practice in B.C.
- Promoting staff training in sessions such as Culturally Responsive Service Delivery and Discrimination and Harassment Prevention Awareness.
- Developing a new curriculum resource called *Gender and Diversity Lesson Plans for College Instructors.*
- Attending the *Human Rights in the World Community* conference in August, 2000.

HIGHLIGHTS AND ACCOMPLISHMENTS

Corporate Commitment and Implementation

The ministry works to ensure that policy and program development and implementation reflect the diversity of our Province and represent the emerging needs of all British Columbians. Wherever possible, ministry staff work with partners in Government, such as Multiculturalism BC, to support the development, distribution and implementation of resources that enhance multiculturalism throughout the advanced education system.

The ministry continues to build and maintain a post-secondary education and training system that promotes cross-cultural understanding, positive race relations, good citizenship and social harmony both internally and with external partners and stakeholders by:

- directly supporting multiculturalism programs;
- engaging in on-going consultation with post-secondary education partners and stakeholders on multicultural issues;
- keeping staff informed about staff training and development activity on diversity; and
- making the workplace more accessible and representative of the general workforce through fair and equitable hiring practices.

Corporate Business Planning and Operations

The ministry incorporates multicultural goals and objectives through a variety of corporate-level ministry operations.

Educational approval for new non-degree (certificate and diploma) programs at B.C. public post-secondary institutions is provided through the new program review process within the ministry. New program proposals are expected to include a description of how the curriculum reflects diversity; accessibility to equity groups; and provide students with an awareness of and

an ability to operate in an international context, e.g. cross-cultural communication skills, and international business practices.

In April 1997 the Province signed a Labour Market Development Agreement (LMDA) with the Federal Government that provides for shared responsibility or "co-management" over active labour market programs available under the *Employment Insurance Act*. One of the objectives in the LMDA is that "equity principles with respect to the members of under-represented groups will be respected in the design and delivery of programs and services." Equity Principles were developed to eliminate barriers to employment for women, aboriginal peoples, persons with disabilities and members of visible minorities.

The LMDA calls for developing sub-provincial plans in the Province. A priority in developing these plans is to work closely with communities and under-represented groups, such as women, persons with disabilities, aboriginal people and recent immigrants, to ensure programs and services are transparent, accessible and appropriate to equity groups. The equity principles will be used to assist local planning and investment strategies and to provide a reference by which achievement or realization of the principles of equity can be assessed.

Post-Secondary Education Programs

The ministry encourages post-secondary institutions to promote multiculturalism in a variety of ways: through funding programs targeted for immigrants, to incorporating multicultural and diversity concepts in campus policies, to ensuring curriculum reflects multicultural principles, and by funding multicultural programs.

English Language Training (ELT) programs are offered at 16 public post-secondary institutions serving many British Columbians. Programs range from ELT Literacy for learners who are not literate in their first language to Academic ELT for learners who are entering university programs. ELT Combined Skills programs integrate language skills with job specific skills for a variety of occupations. For learners who already possess specific job skills, there are Vocational ELT programs. Some institutions offer ELT Outreach, which provides community-based ELT to individuals who are not able to take ESL courses outside of their homes or communities.

The Centre for Curriculum, Transfer and Technology creates curriculum products which address issues of diversity, inclusion and internationalization. One example of a recent diversity resource is *Gender and Diversity Lesson Plans for College Instructors*. These outlines are meant to be an introduction for college-level students who have had little or no previous exposure to the topics of gender and diversity.

Several institutions implemented multicultural policies to incorporate the principles of the Campus Personal Safety Initiative into their institutional culture, and to ensure accountability and inclusiveness at all levels. For example, diversity committees and task forces were initiated at several institutions to promote inclusion and reduce barriers in the study and work environment.

In 1995, the B.C. Government approved the Aboriginal Post-Secondary Education and Training Policy Framework. The Framework outlines Government's commitment to aboriginal post-secondary initiatives and identifies post-secondary education and training strategies. The ministry has supported the following deliverables as part of its implementation of the Framework:

- Access to $3.8 million in support of Aboriginal limited-term programs and enhanced student support services at the post-secondary level;
- Funding for over 185 aboriginal-specific programs and services ranging from Adult Basic Education to University Transfer;
- Funding for First Nations coordinators at 22 public post-secondary institutions;
- Financial support for two Aboriginal-controlled institutions;
- The establishment of Aboriginal Advisory Committees at all institutions; and
- Documentation of college and university performance for Aboriginal learners in the Aboriginal Former Student Outcome Report and University Graduate Follow-Up Surveys.

The International Credential Evaluation Service (ICES), part of the Open Learning Agency, assists individuals who have completed their education outside of British Columbia or Canada gain the recognition they need to pursue their education and career goals. In 2000/2001 ICES completed 3,255 credential assessments and served a total of 3,374 clients. In one example, a client with six years of university and eight years of experience in her native Iran was unable to secure work in Canada as a librarian. After ICES reviewed her credentials, it was verified that her Iranian Master of Library Sciences was equivalent to a Canadian degree. After ten years of underemployment in Canada, she was able to resume working as a librarian again.

Industry, Training and Apprenticeship Commission Programs

One of the objectives of Industry Training and Apprenticeship Commission (ITAC) is to increase the participation of women, people with disabilities, aboriginal people, youth, older workers and members of racial minorities in designated trades and occupations. To help achieve this objective, ITAC implemented a formal survey of apprentices and people seeking trades credentials, to identify the numbers of people in the various categories to establish benchmarks in meeting our equity and diversity targets. ITAC has a special fund to implement projects which pilot innovative approaches to achieving this objective.

ITAC also plays a leadership role in the Looking Ahead Initiative, which is a community-based project to enhance the labour market attachment of immigrants in the Lower Mainland and Fraser Valley. Steering Committee members include provincial and federal ministries/departments, non-profit organizations, public and private post-secondary trainers and business.

Communications

The Human Resources Branch continues to:

- update staff on multicultural events taking place around the Province such as forums and Black History Month;
- fax the monthly Multiculturalism B.C. Calendar of Events to all branches;
- update staff regarding staff training and development programs on diversity, such as, Culturally Responsive Service Delivery and Discrimination and Harassment Prevention Awareness;
- ensure the workplace continues to be accessible and representative of the general workforce through fair and equitable hiring practices; and
- to give preference to qualified candidates for all auxiliary positions from designated groups that are under-presented within the ministry.

Policy, Planning and Evaluation

The ministry works with stakeholders to ensure policy and program development reflects the diverse education and training needs of British Columbians. Improving access to education and training for all people, including equity groups, is a strategic objective for the ministry.

The Policy, Planning and Legislation Branch ensures that policies and legislation produced by the ministry are consistent with the principles and objectives of multiculturalism.

Training and Education

Ministry staff have participated in the following diversity training courses:

- Discrimination and Harassment Prevention Awareness - 68 participants
- Developing Leadership in Diversity Program (Royal Roads) - 1 participant
- Aboriginal Cultural Awareness, 1 participant

Community Outreach

The ministry administers several programs which address training needs for equity groups and promote principles of multiculturalism and diversity.

The United World College Scholarship Program provides scholarships to high school students to support tuition and lodging for a two-year program leading to the International Baccalaureate. The goal of the United World Colleges is for students to gain an understanding and appreciation of other cultures while allowing them to participate in a unique educational experience. In 2000/01, 14 students attended four United World Colleges located in Canada, Hong Kong, Italy and South Wales.

The Skills for Employment Program (SEP) was established to respond to emergent training needs of individuals requiring training to make a transition to the workplace. Many of these individuals are immigrants or aboriginals making the transition to work in Canada. Examples of programs include:

- Employment Skills for Professional Immigrants
- South Asian Women's Project (a training program for immigrant women)
- English As A Second Language (ESL) / Combined Skills – Building Service Worker
- First Nations Salmon Aquaculture
- Entry Level Trades Training Carpentry/Log Building
- Self Paced ESL for Professionals

Youth Community Action (YCA) provides youth aged 15 to 24 with community work experience opportunities for credits toward tuition fees for post-secondary studies. In 2000/01, 2,176 youth participated in the YCA program; 77 identified themselves as aboriginal and 275 identified themselves as members of a visible minority for a total of 352 youth.

The Student Summer Works Program (SSW) is an employment and training program for secondary and post-secondary students which creates opportunities for students to explore career paths, develop employability skills, and to earn money to assist with education costs. In 2000, the SSW program provided summer employment for 5,467 students. Of these, 496 students self-identified as members of an equity group; 208 identified themselves as members of a visible minority; and 153 identified themselves as aboriginal decent.

STRATEGIC PLAN

The Ministry of Advanced Education, Training and Technology will continue to develop and support initiatives designed to meet the educational and training needs of the diverse population of British Columbia. The ministry recognises the importance of multiculturalism and having a ministry workforce that is accessible and is representative of the general workforce. The ministry received approval of its request to the B.C. Human Rights Commission to give preference to qualified candidates for all auxiliary positions from designated groups (Aboriginal, visible minorities, persons with disabilities and women) at levels where they are under-represented within the ministry.

ANNUAL BUSINESS PLAN

The ministry's 2001 – 2004 Performance Plan outlines the ministry's commitment to making education and training opportunities available to all British Columbians. Under the goal of achieving A Well Educated Citizenry, the ministry has a strategic objective to Improve Access to the Post-Secondary Education and Training System. One aspect of improving access to education is equitable access. The ministry has established participation rates for target groups as the performance measure to assess this aspect of access. In 2001/02, the ministry will establish baseline data and targets will be developed for 2002/03 and 2003/04.

AGRICULTURE, FOOD AND FISHERIES

The ministry works with the agriculture, food and fisheries sectors to help build strong rural communities. A strong and healthy agri-food sector is vital to the economy, the environment, and the future of British Columbia. Industry, consumers and government are committed to ensuring secure, safe and high-quality agri-food products.

Many rural communities depend on resource industries for their livelihood. Through more local ownership, ingenuity and cooperation rural communities can achieve economic growth and diversification.

1. EXECUTIVE SUMMARY

During fiscal 2000/01 the Ministry of Agriculture, Food and Fisheries continued in its commitment to multiculturalism, initiating a number of successful activities that assisted staff to better serve the public. The ministry regularly solicited input from its client communities throughout the province to ensure that the programs and services offered were responsible to their specific needs.

The ministry sought to increase awareness of multicultural issues by distributing materials promoting diversity; as well, staff was provided with training opportunities that encouraged them to build on their understanding and appreciation of cultural diversity and the elimination of racism.

Multiculturalism is the responsibility of the Executive Director, Corporate Services and the director reports directly to the Deputy Minister. Recently the ministry has contracted the Human Resources Branch of the Ministry of Transportation to provide Employment Equity and Multicultural Services to the Ministry of Agriculture, Food and Fisheries.

The Agriculture and Food Performance Plan for 2001/02 – 2003/04 includes the following statements that relate to multicultural issues:

Values

- Providing responsive, courteous and professional service of high quality to clients.
- Building and maintaining among ministry personnel an effective spirit of teamwork and cooperation based on trust, integrity, flexibility, innovation, social equity, and equality of opportunity.

Industry partnerships and public awareness of the value of agriculture activities are essential ingredients in reaching full productivity, boosting profitability, and ensuring long-term sustainability. Specifically, ministry staff are working with industry, rural communities, First Nations, all levels of government, and other partners to accomplish our goals.

Strategies include

- Participation in the First Nations Treaty process. Agricultural resource capabilities and interests are identified, effects are analyzed, and policies are developed and provided to the government negotiators for every treaty negotiation.

Corporate Services

- Build a qualified, productive and diverse workforce by supporting staff development and opportunities for continuous learning, and by considering employment equity goals during recruitment. The performance measure regarding this is that the percentage of designated groups within the ministry workforce improves by 10 percent per year, to better reflect the overall provincial population average.
- Coordinate cross-government initiatives and work closely with local governments, citizens, First Nations and key stakeholders to put in place projects that contribute to diversification and development in rural B.C.

The ministry also strives to ensure diversity of representation on appointed boards and commissions. In particular, it has continued multicultural representation on its two major regulatory entities; the Land Reserve commission and the British Columbia Marketing Board to encourage cross-cultural initiatives in these areas. Similar representation is encouraged on the Okanagan Tree Fruit Authority.

In cases where there is strong ethnic representation, in particular commodity groups, representation on industry councils has been focussed to include these groups proportional to their role in the industry.

The ministry recognizes and values the presence of diversity in the communities it serves. The ministry executive endorses the principles of multiculturalism, notably:

- Promoting enhanced understanding and acceptance of cultural diversity amongst staff;
- Ensuring fairness and equity in programs and policies; and,
- Providing services of high quality, that meet client expectations, in a courteous and professional manner.

During fiscal 2000/2001 the ministry was assigned 348 FTEs.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

The agriculture and food industry continues to be one of the most dynamic growth sectors in British Columbia. The industry's impact, both in terms of viable jobs and valuable social-cultural benefits, is felt deeply in communities throughout every region of the province.

The ministry recognizes the importance of farming as an economic driver and as a way of life, so it is shifting to a more strategic role to support, develop and help sustain a vibrant, self-sufficient industry. Making that fundamental shift, will help create a positive climate for agricultural and food production success.

The ministry's strategy is based on two priorities; industry development and resource management. Ministry staffs concentrate on making sure that each specific agri-food sector benefits from more efficient use of ministry and other available resources.

The following activities help to promote multiculturalism:

- To improve its capacity to work with British Columbia's multicultural society, the ministry is striving to increase hiring of a culturally diverse workforce.
- The Multicultural Advisor distributes information, attends and supports employees in attending the diversity employee associations such as the Aboriginal Employees Association, the Association for B.C. Government Employees with Disabilities, the Visible Minorities Employee's Association and the Provincial Employees Diversity Association.
- The Ministry of Agriculture, Food and Fisheries participated in a training session of the Staffing in the Public Service course in March 2001. This two-day course prepares staff to conduct staffing by teaching participants the statutory and policy framework governing the recruitment and selection process. The ministry encouraged participation of designated equity staff members at all levels, to attend this training. Diversity on selection panels can bring an added dimension and broader perspective to the assessment of candidates. Diversity on selection panels is especially important when the eligibility of candidates is limited; a preference is given to the designated groups, when a position provides services to a diverse clientele, or specifically to a designated group. The Multiculturalism Advisor did a presentation to the participants regarding the need to be aware of personal biases and cultural sensitivity during the selection process.

  Three ministry staff participated in this session and are now certified to participate on selection panels. A listing of these trained panel members was circulated to the Human Resources Branch to allow the employees to practice what they had learned for an effective transfer of learning.
- The ministry encouraged application of under-represented group employees to the government-wide mentoring program in January 2001. One of the goals of this program is the development of designated group employees within the Ministry of Agriculture, Food and Fisheries.
- The Multicultural Advisor meets on a weekly basis with the Human Resource Advisor for the Ministry of Agriculture, Food and Fisheries to share information, answer questions and provide information on the incorporation of cultural diversity competencies into the selection process. The advisor shares research on current events of diversity interest, and training products.
- Recruitment, selection, performance evaluation and contract processes are reviewed to identify and remove cultural biases.
- When positions are posted, ministry branches undertake a comprehensive outreach initiative in which applications are encouraged from qualified equity groups including visible minorities.
- The Communications Branch worked to ensure that all ministry public information and display materials reflected diversity where appropriate. For example, the agri-food policy document titled "Growing our Future" was also published in Punjabi.
- In response to the needs of their client communities, branches throughout the ministry developed plain-English publications and, where appropriate, translations of fact sheets and newsletters. For example:

a) Agriculture, Food and Fisheries berry newsletters, which include summaries of articles in Punjabi, were widely circulated.

b) Mandarin and Punjabi editions of the "Pesticide Safety and Pest Management" manual were available to producers.

c) The Agriculture Risk Management Branch offered Punjabi and Portuguese "Fact Sheets" on several of its programs.

d) The ministry cooperated on the production of a news release in Punjabi on changes to Employment Standards Legislation to ensure Indo-Canadian agriculture workers and farmers were aware of changes to the Act.

e) A Punjabi-language version of the video "a Grower's Guide to Pruning High Bush Blueberries" continued to be available to producers.

f) The Unwanted Pesticide Return Program (May/June 2001) was advertised in English and Punjabi in the Tree Fruit and Grape Newsletter.

- The Ministry of Agriculture, Food and Fisheries offices throughout the province regularly received educational materials promoting awareness of cultural diversity, including posters and communiqués that drew attention to such events as Multiculturalism Week and the Day for the Elimination of Racism.
- A number of staff members attended "Valuing & Welcoming Diversity in the Workplace" along with "Discrimination Prevention" which assisted front-line staff, to better serve a culturally diverse clientele.
- The ministry participated in three job fairs targeting the culturally diverse populations of East Vancouver, North Surrey and Richmond.
- One staff person participated on the Agricultural Labour Advisory Committee established by the Ministry of Labour on behalf of seasonal farm workers in the Fraser valley. This committee has been attempting to develop community-based actions leading to reduced gender stress among Punjabi speaking employers and workers during the harvest season.
- The ministry maintains two staff positions dedicated to providing direct services to First Nation's farmers and potential farmers.
- Equitable recruitment practices are continually encouraged to emphasize that discrimination is not acceptable.
- "Morning Line" (the ministry's electronic bulletin board) notices were posted on upcoming meetings and events sponsored by the various employee diversity associations such as the ABCGED, BCVMEA, AEA, and PEDA.

The following programs and initiatives assisted the ministry to provide quality service to its client communities:

- A "sprayer tune-up" project utilized Punjabi translation services to improve grower participation. The project helped protect human health and the environment by servicing sprayer equipment and by training growers to maintain their equipment.
- A Punjabi-speaking farmer was engaged (in 2001) to assist growers in addressing nuisance complaints associated with use of propane cannons in bird control.
- Special measures were taken to encourage Indo-Canadians to participate in Tree Fruit Production Guide meetings.
- "Openness, trust receptiveness, understanding, concern for others, respect and honesty" are part of the "Values, Principles and Dynamics" of the 4-H Program. Specific 4-H events, such as Provincial 4-H Club week and Youth Action, emphasized these values to the membership.
- Throughout the ministry, consultation with local government and other agencies was ongoing to ensure equitable access to services and programs. The ministry participated in three job fairs that were attended by a culturally diverse population. Ministry staff were able to spend time providing useful information on who to contact in various components of the agriculture industry to help further career goals.

3. ACTION PLANS FOR MULTICULTURALISM 2001–2002

The ministry plans to:

- Consult with client communities for feedback on ministry policies, programs and services.
- Promote multiculturalism through the distribution of articles, websites, current issues and posters for display.
- Recognize and promote "The Day for the Elimination of Racism" and "Multiculturalism Week."
- Strive to ensure that public information and display materials reflect the diversity of the population of the province.
- Support related staff training and awareness sessions, budget permitting.
- Take into consideration that appointments to Agencies, Boards and Commissions should reflect the cultural diversity of the clients and communities being served.
- Participate on the Inter-Ministerial Multiculturalism committee.
- Offer translated articles, fact sheets and other publications to the public, as required.
- Lead the development of the provincial negotiation position on the Agricultural Land Reserve, for use in First Nation's treaty negotiations.
- Support the growth of First Nation's agriculture by encouraging pilot projects.

EXECUTIVE SUMMARY

The Ministry of Attorney General is responsible for the administration and delivery of justice services throughout British Columbia. The ministry provides a broad range of services to protect the safety and security of British Columbians, maintain an independent, impartial and accessible justice system and provide high quality legal advice and services to government. The diverse range of services provided by the ministry are delivered to the entire population of the province. Wherever possible, our programs have been specifically adapted for the special needs of those in remote areas, those whose first language is not English, and for people who may experience barriers accessing services because of disability, age, culture or other factors.

The Ministry of Attorney General continues to enhance our understanding and appreciation of cultural diversity and strives to modify and improve ministry programs and services on an ongoing basis to ensure that they are delivered in a manner which recognizes and is sensitive to the multicultural reality of the province. The ministry fosters a diverse workplace through our commitment to employment equity and provides multicultural leadership to communities directly and through funded services and agencies.

As of March 31, 2001 the Ministry of Attorney General had a staff complement of 7,374 comprised of 1,319 auxiliary and 6,055 regular Full Time Equivalents (FTE's). Given the size and scope of the ministry's responsibilities, to demonstrate our progress we have highlighted only some of the specific activities and accomplishments of the ministry and our funded agencies from April 1, 2000 to March 31, 2001. Many initiatives have been undertaken during the reporting period which are not mentioned in this report.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

Corporate Commitment

The executive director of Policy, Planning and Legislation has been, and continues to be, the executive sponsor for multiculturalism in the Ministry of Attorney General. Each of the assistant deputy ministers/executive directors responsible for the ministry's nine branches is required, as part of their performance objectives, to report annually on their progress and achievements in a number of areas including equity, diversity and multiculturalism. It should be noted that the ministry has generally integrated the goals of multiculturalism into our programs, services and performance plan wherever possible.

Ministry Highlights and Accomplishments

Several examples have been chosen to demonstrate the ministry's commitment to multiculturalism and to highlight our achievements:

- The Ministry of Attorney General provided almost $1 million to support new services for crime victims. The money will help start programs for women and children with special needs and will be used for culturally sensitive services. Examples include:
  - The Multilingual Orientation Services Association for Immigrant Communities (MOSAIC) received $53,000 to run specialized community-based victim service programs.
  - The Vancouver and Lower Mainland Multicultural Family Support Services Society received almost $180,000 to start a specialized multicultural victim services program, providing culturally sensitive services for women in violent relationships and for women and children who have been sexually assaulted.
- The Ministry of Attorney General in partnership with the National Crime Prevention Centre provided $1.2 million in 2000/01 to fund 52 crime-prevention projects in British Columbia. Examples include:
  - A grant of $10,000 to the Spallumcheen Indian band for a project focussing on the causes of criminal behaviour, such as family violence, and on conducting a community needs assessment to help design and implement preventive strategies.
  - The Dukes Youth Healing Centre received a $50,000 grant to develop crime-prevention strategies for aboriginal youth and their communities by creating a holistic healing model for youth and their families.
- The Ministry of Attorney General, through Police Services Division, provided $2.2 million dollars to

the Police Academy of the Justice Institute of British Columbia to train municipal police officers. A component of the program includes cross-cultural training. The Justice Institute also tracks multicultural representation in the 12 independent police departments.

- The Attorney General, as Minister Responsible for Human Rights, in partnership with the president of the B.C. Teacher's Federation, sponsors the B.C. Human Rights Champions Program. The awards promote fair treatment and the prevention of discrimination in one or more of the areas of fundamental human rights identified in the United Nations Universal Declaration of Human Rights. In 2000, three hundred and forty students received awards for promoting, among other things: understanding, respect, equality and friendship among ethnic, religious, indigenous and linguistic groups.
- The ministry continued the delivery of its anti-racism and cultural diversity program, Total Respect of Others (TROO). In 2000/01 the ministry contributed $150,000 to this successful multicultural program.
- Youth-led drama-based groups like TROO, Eight for One Cause (841-KOZ), Taking Care of Ourselves and Taking Care of Others (TCO2) traveled throughout B.C. giving over 4,000 presentations that reached more than 290,000 youth and community members.
- Youth Action Teams expanded their reach from 65 to 97 B.C. communities. The ministry provided $45,000 in project funding to Youth Action Teams. Many of these team initiatives focused on multicultural themes such as the prevention of youth racism and the celebration of diversity. One example of a youth activity is a $400 grant to the Vancouver School Board Youth Action Team for a mural project at Douglas Park Community Centre. The mural will help to raise awareness about racism in their community.
- The ministry, through the Supportive Workplace Committee, has implemented a standard exit interview for those who are ending their employment with the ministry. Results from these interviews are compiled and analyzed to identify common barriers to employment. The senior management committee is advised on measures to address such barriers.

Highlights and Accomplishments of Funded Agencies

In addition to programs provided directly by the ministry, we fund a number of agencies to provide justice-related services to communities.

- For example, the Law Courts Education Society (LCES) provides unique educational programs and resources about the justice system to the public and encourages those involved in the justice system to meet the needs of the community. The society provided community workshops, outreach sessions, legal information and referral services and programs designed for aboriginal communities. The LCES Court Information Program for Immigrants is designed to meet the information and access needs of the prominent immigrant communities in the Lower Mainland. LCES also organized or participated in justice system education programs for 280 visiting dignitaries (judges, lawyers and justice system personnel) in 25 groups from China, Japan, Europe, the United States and Latin America.
- Another example of a funded agency is the People's Law School (PLS) which is an independent, non-profit, non-partisan society whose purpose is to provide British Columbians, particularly those with multicultural needs, with impartial and reliable information about the laws affecting their lives. The PLS created Canada's first multilingual web site on legal topics and the Publications Program translates and distributes specific legal publications in as many as nine languages. The Cultural Minorities Program assists immigrants in their integration into Canadian life by providing key legal information services offered in relevant languages, where possible, or to English-speaking immigrant settlement workers, ESL teachers and others who serve immigrant communities. The PLS won an immigrant settlement award from the B.C. Ministry of Multiculturalism and Immigration in the 2000/01 fiscal year for public legal education and information.

3. MINISTRY OF ATTORNEY GENERAL BRANCH ACTIVITIES

The following are examples of the activities of some branches:

Community Justice Branch

Community Programs Division

The Community Programs Division offered many programs and initiatives to reduce crime and violence and promote diversity. Programs were offered province wide and were supported by the division's headquarters located in Burnaby, and by seven community coordinators and seven regional youth coordinators located throughout the province.

- All Together Now is an elementary school based prevention and early intervention program designed to address youth crime and violence in inner-city and culturally-diverse settings by breaking down barriers and developing resiliency in at-risk children and youth. All Together Now encourages children to develop and organize community projects and events within their schools and neighborhoods. Programs are cooperative efforts between the province, community, police, schools and children.
- B.C. Safe School Centre is a provincial resource centre committed to enhancing the safety and security

of schools and communities across British Columbia by providing strategies and resources that prevent bullying, intimidation, harassment, racism, violence and crime.

- Community Action Teams worked in partnership with 16 B.C. communities to develop prevention, education and social intervention strategies to address the sexual exploitation of children and youth, including those in culturally diverse settings.
- Funds were provided to community justice and provincial crime prevention organizations that offer services throughout the province such as the Native Courtworker and Counseling Association and the Urban Native Youth Association.
- Total Respect of Others (TROO) workshops presented proactive, positive activities to eliminate hate and racism. TROO workshops support the development of understanding and accepting of people for who they are, regardless of religion, skin colour, sexual orientation, gender, age, disability or language. One thousand TROO presentations were held in 37 communities in 2000/01.
- Eight for One Cause (841-KOZ) workshops promoted options for preventing youth violence, crime, victimization and racism. Workshops are supported by the *Taking A Stand Tool Kit*, a resource that helps to guide youth in the development of their own crime and violence prevention projects.
- The Safe School/Safe Communities program was started by the ministries of Attorney General and Education to encourage social and community development. The program promotes diversity and the prevention of crime and violence in schools and communities across British Columbia. Funding, resources, training and information sessions are supported and provided to schools and communities through this program.
- The Youth Against Violence Line is a toll-free violence and crime prevention telephone line offering youth a safe, confidential way to obtain help and information and prevent crime and violence, including incidents associated with racism. Callers receive direct assistance from police and other resource based organizations/programs in their community.
- School-based Youth Action Teams/Kids in Action are groups of children and youth in over 146 communities who are involved in the development and coordination of neighbourhood crime, violence, and racism prevention projects with assistance from Community Programs Division's regional youth coordinators.
- The Taking a Stand Booth for Youth is offered annually by the ministry in Vancouver at Playland/PNE. Youth are encouraged to participate in free activities at the booth, including projects that focus on multiculturalism and celebrate diversity.
- Youth Taking Action workshops were launched this year. Youth were trained to deliver their own interactive prevention workshops and learned about ways to prevent bullying, racism, homophobia, hate crimes, violence, intimidation and harassment. These workshops were delivered by youth to their peers in their communities provincewide. Workshops were held in 13 communities in 2000/01 and additional workshops will be held during the 2001/02 school year.

Justice Programs Division

The justice programs division manages the Legal Services Society (LSS) grant. LSS was established by statute to provide legal aid and education, information and advice about the law to British Columbians. The LSS has taken a number of steps to make its services accessible to, and appropriate for, all communities in British Columbia. These include the following:

- The LSS has an employment equity policy. Staff are required to adhere to a code of ethics that includes non-discrimination and non-harassment and multicultural training has been introduced for paralegals and intake workers.
- The LSS maintains a list of multilingual staff members and multilingual private bar lawyers who accept legal aid clients. The society links interpreters with the Brydges 24-hour telephone line for people in custody who need to talk to a lawyer and do not speak English. The LSS funds interpreter services where an interpreter is required to work with a lawyer. Overall, LSS spent approximately $1 million on interpretation services in 2000/01.
- The LSS Public Legal Education Program provided funds to approximately 30 community groups to develop legal education materials and services for their members. The program provides some publications in languages other than English such as Chinese, Farsi, French, Punjabi, Russian, Spanish and Vietnamese.
- The mandate of the Native Programs Department is to ensure that the special needs of the aboriginal people of British Columbia are addressed by the LSS. The Native Programs Department provides support to other Legal Services Society departments as well as providing public legal education, publications, information, and referral services.
- Native community law offices, currently located in 14 British Columbia communities, are contracted by the LSS to provide legal services with a focus on aboriginal needs. In 1999/2000, the Native Programs Department provided grants to 25 aboriginal organizations to develop publications and other projects on legal aid issues that concern aboriginal people.
- The Vancouver Aboriginal Law Centre and the leadership provided with regard to the Vancouver Restorative Justice Program are additional demon-

strations of the commitment to improving access to justice for aboriginal people and their communities.

Victim Services Division

- While all victim programs work with diverse cultural groups, some are funded to meet the needs of specific cultural groups, including seven aboriginal programs and one program serving Chinese victims in Vancouver. One victim services worker was funded this year to work out of MOSAIC and three workers were funded this year to work out of the Vancouver/Lower Mainland Multicultural Family Support Services (MFSS). Two of the workers at MFSS help women who are victims of violence and one works with children. Additional funds were provided this year to the Vancouver Police Native Liaison Society, the Vancouver-based aboriginal-specific victim service program.
- The Violence Against Women in Relationships Policy is a police bulletin targeting all independent police and the RCMP. The bulletin includes information on how to respond to victims from diverse cultural communities, including awareness of extended family relationships.
- *Speaking of Abuse* is a public information booklet, providing information about the Violence Against Women in Relationships Policy and about the justice system response. This booklet is available in seven languages other than English including French, Chinese, Punjabi, Spanish, Farsi, Russian and Vietnamese.
- The information pamphlet, *Sexual Assault* has been developed for the general public. It will be translated into seven languages in addition to English including French, Chinese, Punjabi, Spanish, Farsi, Russian and Vietnamese. An aboriginal cultural interpretation will also be done.
- Two booklets have been developed for sexual assault survivors; one on how to get help and support, and one on how to use the criminal justice system. The division of a larger booklet into these two separate booklets was done as a result of a consultation with aboriginal service providers. The booklets include information specific to survivors from diverse cultural groups. An aboriginal version of these booklets has been developed.
- A contribution was made to the Aboriginal Women's Action Network (AWAN) to conduct a literature review on restorative justice principles and practices from the perspective of aboriginal women. This project is expected to assist in broader research on this topic.
- The *Victims of Crime Act* pamphlet has been translated into Chinese, French, Farsi, Russian, Spanish, Punjabi and Vietnamese. Plans have been made to translate the Victim Impact Statement information into the same seven languages.
- A consultation was held with youth, who may become victims of crime or victim service providers, in order to explore with them how Victim Services Division could better meet their needs. Aboriginal and other diverse cultural groups were well represented at this consultation.
- A training curriculum has been developed for victim service workers, and for multicultural community workers, with respect to violence against women in a multicultural context. A similar curriculum is being developed for the aboriginal community.
- Training curricula and resources such as the *Facing Diversity Video* and the *Working with Aboriginal Child Victim Witnesses Guidelines* continue to be used in the training of victim service workers and other service providers.
- Service delivery standards for victim service programs require that all programs be accessible to those from diverse cultures. Client-based evaluation frameworks are now being developed to help assess program adherence to standards. A new training plan has been developed to help Victim Services Division better meet the needs of people from a range of culturally diverse groups. Implementation will proceed in the fiscal year 2001/02.
- The Sexual Assault Policy and Violence Against Children and Youth Policy are still awaiting final completion and approval. These policies take into account the special needs of victims from diverse cultures, directing staff in the criminal justice system and victim services to make particular efforts to meet those needs.
- Various victim service programs funded by Victim Services Division focus activities on better serving victims from diverse cultures, including anti-racism workshops and equity hiring practices.
- Victim Services Division staff have developed a close working relationship with community programs staff from the Ministry for Multiculturalism and Immigration, including collaboration on the development of training initiatives, anti-racism initiatives, and community forums. Staff have attended workshops addressing multicultural issues and have continued to liaise with multicultural service agencies and advocacy groups to better serve victims from diverse cultures.

Residential Tenancy Office

- The Residential Tenancy Office has the ability to serve clients in 10 different languages through multilingual Information Officers, and can provided limited assistance in an additional four languages. All staff have been provided with training in culturally responsive service delivery.

Corrections Branch

The Corrections Branch provides community supervision, correctional programs for adults and family justice services.

Adult Custody and Community Corrections

- The Corrections Branch supports multiculturalism among its employees and the diverse client groups it serves. Staff are encouraged to participate in cross-cultural opportunities to help them understand the customs of local communities. Cultural diversity training is provided to all new recruits through the Employment Readiness programs of the Corrections and Community Justice Division, Justice Institute of British Columbia. This division is also completing development of an on-line course on multicultural issues for students in Employment Readiness programs.
- A variety of programs operate in correctional centres to respond to the needs and interests of aboriginal inmates. Corrections Branch policy allows cultural practices (e.g. diet, dress) unless these practices pose a health or safety risk.
- Correctional centre chaplains arrange for religious services by spiritual leaders from various faith communities. Depending on demand, these services may be regularly scheduled or provided as needed.
- Interpretation services are offered by staff and bilingual members from the community to meet the needs of a linguistically diverse client base in the Lower Mainland.
- Corrections Branch is a partner in culturally specific programs for assaultive husbands. These programs reflect the language and traditions of communities involved.
- Statistical information on the representation of designated employment equity groups within the Corrections Branch is compiled and reviewed by the senior management committee on a regular basis.
- The Corrections Branch has undertaken special actions in 2000/01 to recruit members of designated groups including hiring a recruitment officer who concentrates on targeting members of designated equity groups and inviting staff in local areas to actively encourage members of designated equity groups to apply for vacant positions.
- On behalf of the Corrections Branch, the Justice Institute Corrections and Community Justice Division continues to undertake a number of recruitment and training activities to help the branch attain a workforce that is representative of the diverse population it serves.

Family Justice Services Division

- Family Justice Services Division provides contracted services in the Nicola Valley that are specifically tailored for the aboriginal community. A family justice counsellor, who is of aboriginal descent, assists families undergoing separation and/or divorce. Members from five local First Nations bands provide ongoing cultural direction to dispute resolution services.
- Family Justice Services Division contracts community agencies to deliver informational sessions about child custody, access guardianship and support to a range of ethnocultural and linguistic groups. Parenting After Separation (PAS) programs are offered in English, Cantonese, Mandarin, Punjabi and Hindi. PAS programs assist families in adjusting to the challenges of separation and divorce.
- In April 2001, the Family Justice Services Division provided a provincial mediation training workshop for family justice counsellors. This workshop included training in multiculturalism and culturally specific mediation.

Criminal Justice Branch

The Criminal Justice Branch is responsible for prosecuting offences under the Criminal Code of Canada, the *Young Offender's Act*, provincial statutes and certain municipal by-laws in the provincial, Supreme and Appeal Courts of B.C. and the Supreme Court of Canada.

- The director of the Criminal Justice Branch Special Justice programs is mandated, in part, to address justice issues which impact on vulnerable people or equity groups including visible minorities and aboriginal people. Current portfolios include crimes of violence against women and children, restorative justice (including alternative measures), aboriginal justice (including residential schools prosecutions) and hate crime.
- In April 2000 the Criminal Justice Branch introduced the *Aboriginal Justice Handbook: A Resource for Crown Counsel*. The 175 page handbook is a compilation of research, policy, practical advice and resources relevant to aboriginal justice issues for use by Crown counsel.
- Throughout 2000 and January 2001, the branch assisted the Corrections Branch in providing training to aboriginal alternative measures contractors for 17 programs around the province. The contractors provide culturally specific justice alternatives to low-risk aboriginal offenders who accept responsibility for less serious offences.
- The Hate Crime Team provides training, investigative assistance, support and advice to police, Crown counsel and communities on hate and bias issues around the province. The team has trained over 2,000 police officers, customs officials and provincial and federal probation staff. It developed and maintains a database of hate and bias incidents in the province, which helps identify those communities where issues should be addressed. The team,

with the Ministry of Multiculturalism, develops community plans and attends community sessions responding to racism and hate activities. The only Hate Crime Team of its kind in Canada, it has established a national and international reputation.

- Branch and ministry representatives have spoken with high school and law students about careers in public service and have spoken about equitable hiring practices. Mentoring of community members is actively fostered and a number of law students from equity groups were encouraged to apply for articles with the ministry.
- The Provincial Prostitution Unit (PPU), made up of representatives from police, Crown counsel and a community liaison worker offered approximately 60 forums, presentations and lectures around the province, providing information to communities to address problems of sexually exploited and at risk youth. The PPU is addressing more of its efforts to aboriginal youth who are at substantial risk when arriving in urban centres without adequate support.

Liquor Control and Licensing Branch

The Liquor Control and Licensing Branch issues liquor licenses, sets standards and monitors the activities of all liquor licenses.

- A number of licensees speak Cantonese or Punjabi. Within the past year, the branch has hired individuals who are fluent in these languages and can now provide information over the phone to licensees in Cantonese or Punjabi.
- The branch is investigating the feasibility of translating its major publications into Chinese and Punjabi.

Policy, Planning and Legislation Branch

As the executive sponsor of multiculturalism, the executive director of the Policy, Planning and Legislation Branch provides corporate leadership to the ministry.

- *End Hate Crime* brochures are available in English, Chinese, Korean, Punjabi, Spanish and Vietnamese
- *The Second Annual Status Report on Hate Crime* was completed.
- A revised policy, *Guidelines for Enforcement Against Hate Crimes* was made available to the police, Crown counsel and the public.
- The branch prepared B.C.'s submission for three of Canada's reports to the United Nations with respect to international conventions:
  - *Canada's 5th report to the United Nations regarding the Convention on the Elimination of All Forms of Discrimination Against Women.* This report recognizes the need to ensure that policies, programs and services are accessible and responsive to women from diverse backgrounds in B.C.
  - *Canada's 3rd and 4th reports to the United Nations regarding the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment.* The report focuses on the humane treatment of citizens, immigrants and refugees and on services available in B.C. to victims of torture and victims of crime.
  - *Canada's 2nd Report on the Convention on the Rights of the Child.* This report emphasizes the need for cultural sensitivity in all services or programs provided to children.

Public Safety and Regulatory Branch

The Public Safety and Regulatory Branch works to ensure that the province's public police forces and other security related agencies provide adequate and effective services. The branch also plans and coordinates provincial responses to major emergencies and disasters, audits and inspects gaming activities and regulates the public exhibition, rental and distribution of films and videos in B.C.

Film Classification Office

- The Film Classification Office (FCO) processes films and videos in many languages. The FCO employs translators to work with classification staff to classify films and videos based on visual and oral content.
- The FCO has the ability to serve clients in a variety of languages including Cantonese, Mandarin, Japanese, French, Hungarian and German.

Police Services Division

- Police Services Division (PSD) sponsors the provincial Committee on Diversity and Policing. The committee is comprised of senior police officers and representatives from B.C.'s racial and ethnic communities and sponsors an annual Diversity Conference aimed at promoting policing as a positive and fulfilling career choice for members of B.C.'s racial and ethnic communities. RCMP and municipal police departments are encouraged to recruit and retain members from minority communities.
- PSD continues to work with communities to establish culturally appropriate, professional and accountable aboriginal policing services for First Nations. The PSD worked jointly with the Stl'atl'imx nation to create the first self-administered designated policing unit under the amended *Police Act*.

Provincial Emergency Program

- The Provincial Emergency Program (PEP) has an annual contract for emergency translation services in languages other than English. In an emergency situation PEP provides information and reports to Native Bands and other ethnic organizations/agencies in the appropriate language as necessary.
- PEP publications including *Earthquake Survival* pocket guides, *Flood Precautions for Homeowners* and *Disaster Financial Assistance Program* are provided in English, French, Spanish, Korean, Chinese, Punjabi,

German, Vietnamese and Japanese. The Emergency Supplies Checklist is offered in English, Chinese and Punjabi.

Security Programs Division

- Canadian Firearms Safety Course (CFSC) instructors offer training in ten different languages. Currently, there are two aboriginal master CFSC instructors, 16 fully certified aboriginal CFSC instructors and approximately 34 aboriginal CFSC instructors with conditional status. The increased number of aboriginal instructors is expected to make the course more accessible to prospective aboriginal applicants.
- In addition, Security Programs Division retains an aboriginal relations officer. The aboriginal relations officer facilitates information sessions in aboriginal communities throughout the province and attends relevant meetings and conferences on behalf of Security Programs Division.
- In 1999, Security Programs Division contracted with the Native Courtworkers and Counselling Association of B.C. and five smaller organizations to work with aboriginal communities. They were provided with training on the *Firearms Act* and its specific impact on aboriginal communities. These organizations undertook community outreach, hosted information sessions and developed local committees to assist in the implementation of the act.

4. MINISTRY OF ATTORNEY GENERAL PERFORMANCE PLAN 2001-2004

The Performance Plan articulates the ministry's role in building a province where diverse cultures are valued and respected. One of the goals of the Performance Plan is to protect the rights of all members of society, particularly those who are more vulnerable. British Columbia receives a high volume of international immigrants, many of whom are unfamiliar with the structure and principles of our justice system. The ministry recognizes that new immigrants to Canada often bring different expectations and special needs for legal education, translation and interpretations services. The Ministry of Attorney General is committed to maintaining an independent, impartial and accessible justice system.

EXECUTIVE SUMMARY

The Ministry for Children and Families (MCF) is using a regionally based, community linked approach to developing a strong organizational ability to deliver culturally responsive services. The approach is intended to incorporate advice from community-based committees in an effort to increase accountability to the public.

The ministry's vision, mission and values statement clearly articulates a focus based on compliance with the *Multiculturalism Act:*

- "We respect the unique cultural backgrounds of those we serve and we're working, community by community, to become increasingly culturally responsive."
- "We involve our service partners in decisions that affect them."
- "We treat everyone with dignity and respect."

Last year, the Regional Executive Directors used 'personal commitment' as a criteria in the selection of Regional Diversity Advisors. As a result we have moved this agenda forward. Advisors have communicated extensively with all staff to build awareness of cultural competency and, more specifically, of the need to eliminate institutional racism.

Each of the 12 regions have been provided with dedicated resources to focus on accomplishing cultural responsiveness work plan goals. Some of the successes include: community-linked ethnocultural advisory committees have been established in some regions and continue to evolve in others; the Cultural Responsive Resource Panel has been established and is a good example of a tool for a learning organization; cultural competency training has been attended by regional staff; deaf culture issues, institutional racism and homophobia are being discussed more openly; and the frequently-updated intranet web site has been established.

The work plan that was created by the advisors as part of last year's MCF Multicultural Action Plan has been most successful and the one-year accomplishments are encouraging.

MCF has received recognition from the Multiculturalism B.C. office for the work accomplished. The Regional Diversity Advisors and MCF Manager, Diversity and Mentoring have also received a Public Service Award for their cultural responsiveness work. MCF has become a recognized role model for other ministries and crown corporations. We still have a lot of work to do but are moving in the right direction. This year's work plan builds on our past successes and offers involvement at all levels. We believe this strategy will be key to reaching our goal to provide culturally responsive services.

The following pages include reports in the required format from both a corporate perspective as well as from each of the regions.

(There are approximately 5,000 FTEs in the Ministry for Children and Families.)

HEADQUARTERS HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

- Provided a full-time Manager of Diversity and Mentoring position, and a half-time Mentoring Advisor position.
- Provided dedicated resources for each of 12 regions to sponsor the work of the Regional Diversity Advisors and their community linked ethnocultural advisory committees.
- Provided ongoing support to assist regions in the creation of multiculturalism work plan goals.
- Supported the development of the Minister's South Asian Advisory Committee as a means of providing advice on the best ways to plan and deliver services to the South Asian community. (co-ordinated by the Community Services and Program Support Division).
- Sponsored the publication of the Prized Knowledge document (produced by the Family Support Counseling Phase II Committee).
- Sponsored production of the Cultural Competency Assessment Tool.

- Invited Multiculturalism B.C. to participate in the first meeting of all MCF Regional Diversity Advisors.
- Sponsored four quarterly planning meetings for Regional Diversity Advisors.
- Supported and promoted ministry-wide participation in the goal of eliminating homophobia from the workplace with the provision of the *Homophobia in the Workplace* videos for all regions.
- Supported the creation of a strong ministry mentoring program with a significant diversity focus. 155 partnerships were supported in the 2001 annual offering of the program.
- Developed an Interim Multiculturalism Report for senior management and Executives as a means of making the organization aware of its responsibilities under the *Multiculturalism Act*.
- Sponsored the first annual MCF Regional Diversity Awards for outstanding regional work related to improving the cultural responsiveness of MCF service delivery.
- Sponsored the provision of diversity expert, Mr. Eric Wong to assist Regional Diversity Advisors in the development of responses to complex Cultural Responsiveness Resource Panel questions.
- Sponsored participation of three MCF managers in the Royal Roads Diversity Leadership Program.

Corporate Business Planning and Operations

- Provided advice and assistance to staff on a variety of sensitive, cross-cultural case issues.
- Consulted with REDs and Regional Diversity Advisors to create the 'Roles and Responsibility Statement' for Regional Diversity Advisors, and published the Statement on the Cultural Responsiveness intranet site.
- Created the Cultural Responsiveness Resource Panel which was recognized by the Multiculturalism B.C. Awards 2000.
- Positioned the LANGUAGE bank of (150) volunteers on the new Cultural Responsiveness intranet site.
- Managed the volunteer LANGUAGE bank.
- Developed written procedures for the MCF Mentoring Program and shared the process with all ministries.
- Arranged for the creation of 155 mentoring partnerships in the 2000 offering of the MCF Mentoring program.

Communications

- Developed content and structure for the new Cultural Responsiveness intranet site.
- Moderated the Cultural Responsiveness Resource Panel (MCF intranet site).
- Created six 'Employee Profiles in Diversity' features and published on the MCF intranet site.
- Promoted monthly festivals on the intranet site to all MCF staff based on the multifaith calendar. Developed a diversity communications plan.
- Created a mentoring program profile for the ministry newsletter.
- Produced and published mentoring partnership profiles on the Cultural Responsiveness intranet site.
- Promoted awareness of March 21st, which is anti-racism day.
- Published diversity Work Experience Employee Profile on the Cultural Responsiveness intranet site.
- Promoted MAVIN publication (re: interracial adoptions) on the Cultural Responsiveness intranet site.
- Promoted the 3rd annual 'Lunch with the Family – just the 5000 of us!' event to celebrate Multiculturalism week.
- Promoted Desmond Tutu speech on the Cultural Responsiveness intranet site.
- Produced and published a 3 part series focusing on Deaf culture issues for staff, deaf clients, and professional interpreters dealing with MCF.
- Distributed multifaith calendars to Regional Diversity Advisors.
- Purchased copies of *Discovering Connections*, a resource tool that will be circulated to staff, who are dealing with deaf clients and their families. Published a review of *Discovering Connections* on the Cultural Responsiveness intranet site.

Policy Planning and Evaluation

- Incorporated support for the MCF Aboriginal strategy in the roles and responsibility statement for Regional Diversity Advisors.
- Produced and circulated an annual survey of the mentoring program participants and published the results in a Mentoring Program Review.

Training & Education

- Expanded the MCF Mentoring Program goals to assist with staff retention issues, succession planning and organizational health issues.
- Supported the 'Valuing Diversity' two-day training for approximately 200 staff.
- Provided copies of the *Homophobia in the Workplace* video for use in all regions.
- Developed cultural competency course content for ministry staff development programs.

- Consulted with guardianship staff on the cultural competency content of the foster parent education program.
- Coordinated Regional Diversity Advisor feedback for mental health plan staff to ensure ethnocultural feedback from communities.
- Promoted B.C. immigration profile statistics on the Cultural Responsiveness intranet site.
- Developed nine questions and answers for publication on the Cultural Responsiveness Resource Panel (MCF intranet).
- In consultation with the government employees' gay/lesbian association, produced a quiz related to Homophobia awareness building and published it on the Cultural Responsiveness intranet site.

Community Outreach

- Supported the creation of Regional Ethnocultural Advisory Committees.
- Received permission from Canadian award-winning journalist, Alison Griffiths to publish her highly acclaimed series from the Toronto Star. *Hear No Evil* is a ten-part series about deaf culture issues.
- Published four interviews on the Institute for Public Administration Canada (IPAC) public website.
- Consulted with the Deaf Access Office, Victory Hill staff, and the READ Society to develop awareness of deaf culture issues.
- Profiled success of Campbell River one-day community forum co-sponsored with Multiculturalism B.C.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–VANCOUVER / RICHMOND REGION

Executive Commitment

- The Vancouver – Richmond Region continues its commitment to the two Ethnocultural Advisory Committees (EAC) in which senior management and staff actively participate and provide leadership.
- Vancouver EAC: Facilitated discussion and examined ethno-specific service delivery framework. This was completed with the assistance of a facilitator during three of the monthly committee meetings.
- Richmond EAC: Held a community workshop on Cultural Diversity in December including panel presentations by Multiculturalism B.C. Over 60 members of the community participated in this successful event.
- Focus groups took place in September/October with social workers and supervisors from different regions and offices in Lower Mainland to raise awareness, provide information and give support.
- Regional Staff Cultural Competence Steering Committee held three meetings.
- Richmond EAC received MCF Regional Diversity award for their developmental diversity work.

Corporate Business Planning and Operations

- Addiction services – Counselors have been dedicated to providing ongoing services in several languages, including Punjabi, Mandarin, Spanish and Vietnamese.
- The Vancouver EAC newsletter was published and distributed.
- Management reviewed Community Development model for region with focus on Community Development worker positions.

Policy Planning and Evaluation

- Cultural Competency Assessment Tool – Developed and piloted successfully and already being requested by other sectors and agencies beyond MCF. Training through Langara College for organizations is being developed. The tool is being used across the country and was well received at a recent meeting of the Canadian Association of Pediatric Hospitals in Ottawa. B.C. Women's and Children's Hospital plans to implement the tool and there is now an international demand for it following discussions and its presentation in Sweden.
- Cultural Competence Regional Steering Committee was established with representation from all staff components to oversee and monitor the region's cultural competence action plan, facilitate information and communication and support other initiatives. The first meeting of the committee occurred in October. The committee has met monthly since October and has some diversity initiatives underway related to organizational health and recognition, focusing on the organizational climate and composition in the region and valuing staff diversity. Initiatives included a request for proposals by teams in the region for diversity based team building events by the end of the fiscal year. The committee also planned for regional Cultural Competence and Diversity Recognition Awards.

Training and Education

- The Regional Training and Development Committee has identified cultural competence training as a priority.
- The Training branch provided the opportunity for Vancouver Richmond staff to attend the "Valuing and Welcoming Diversity".
- Diversity related videotapes recommended by Multiculturalism B.C. have been made available to staff and used in four team meetings. The videos has been viewed and discussed with the Cultural Competence Steering Committee.

- Richmond EAC held a community workshop on Cultural Diversity in the fiscal year and the panel presentation was facilitated by Multiculturalism B.C.
- Planning sessions with the Training Branch for 'Valuing and Welcoming Diversity' training has identified an ongoing need for in depth training in working with the Chinese community.
- Richmond EAC presented a community workshop on Cultural Diversity in the fall and the panel presentation was facilitated by Multiculturalism B.C. Richmond EAC sponsored a public forum/panel in December and approximately 80 participants from MCF staff and community agencies attended.
- Staff attended 'Welcoming and Valuing Diversity' training, sponsored by the Training branch.

Community Outreach

- Meetings were held with the Cultural Care and Diversity Manager of B.C. Women and Children's Hospital to establish a partnership.
- The EAC newsletter was published in December, January and March.
- Job fairs were attended and career information sessions conducted at various agencies, schools, colleges, libraries and community centres throughout the region, including ethnoculturally specific organizations. A Co-op student was hired for the summer to expand outreach efforts throughout the community to members of employment equity groups. Since September, 13 job fairs and two information sessions were attended. The region continues to work with Recruitment Access with Outreach initiatives.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS– THOMPSON / CARIBOO REGION

Executive Commitment

- The Regional Executive Director (RED), attended the Kamloops Ethnocultural Advisory Committee (KEAC) meeting in May to review the results of the survey conducted by the contracted worker from the Kamloops Immigrant Services Society. The RED has indicated his endorsement of the contractors summary report; however, many of the recommendations require provincial implementation. The formation of the Ethnocultural Advisory Committee has been instrumental in assisting and promoting multicultural issues and in raising the community profile of the ministry as an organization committed to multiculturalism. The established "Terms of Reference" further exemplify the support towards the goals of the *Multiculturalism Act*.
- The RED continues to provide support and commitment towards the role of the committee in promoting service delivery that is culturally responsive to the community's diverse representation. The RED recently met with the Child, Youth and Family Advocate office, to discuss the training initiatives implemented by the Advocate office on systemic advocacy. Two representatives from the Kamloops Ethnocultural Advisory Committee (KEAC) have been invited to attend eight training sessions developed by the Advocates office to provide strategies in developing an advocacy campaign to make changes to either legislation, systems, policies and/or practices. Specifically, the Advocate office has provided funding to the Kamloops Advocacy Council to attend community committees to keep informed of emerging and existing issues. The committee has identified its primary campaign issue to focus on educating the community's cultural groups on the services provided by the ministry in order to change the perception of MCF as being strictly a protective service agency. Also, the committee has recognized the need to change the overall image of the ministry from negative to positive.
- The KEAC recently met with the minister to discuss the on-going negative profile the public has towards the ministry and to provide suggestions on how this negative image can be altered. The minister's receptiveness was evident in his statement that the ministry required a communication spokesperson to inform the public on issues that were under public scrutiny and to incorporate an advertisement campaign similar to the strategies employed by the adoption campaign.

Corporate Business Planning & Operations

- Personnel has promoted employment equity for the hiring of auxiliary staff. The Kamloops Ethnocultural Advisory Committee has ethnic representation from MCF and other community agencies. Although not fully implemented, the "Terms of Reference" reflect the need to provide the community with an educational component outlining MCF programs with specific focuses targeting different ethnic groups.
- The committee has provided a ministry liaison to provide information sessions to participants that attend ESL classes at the Kamloops Immigrant Services Society. The intent of the liaison is to educate participants about the services and programs provided by the ministry in order that they would be better informed and more receptive to access these services. Translation and interpretation services are provided by the Kamloops Immigrant Services Society to any families receiving services from the ministry that require assistance as a result of language barriers.

Communication

- The recommendations outlined by the contractor have suggested the need to provide informational

sessions to the communities' diverse population on ministry programs and services. The Kamloops Immigrant Services Society provides interpreter/translation services to MCF families with language barriers.

Policy, Planning & Evaluation

- Ethnocultural representation on the Advisory Committee has created a consultative process that encourages involvement in assessing the delivery of MCF programs and services. The Advisory Committee will incorporate the use of the benchmarks, indicators and self-assessment tools to evaluate the extent of the community's adherence to cultural responsiveness. Feedback from representatives of the Kamloops Immigrant Services Society provides ongoing identification of service gaps for minority groups.
- The Cultural Competency Assessment Tool will be introduced to the community's contracted service providers via the MCF Internet to ensure community partners are implementing necessary changes to their agency in providing services that are culturally responsive.

Training and Education

- The Advisory Committee has reviewed the Kunisawa and the *Homophobia in the Workplace* videos to determine their applicability to staff from MCF and community service providers. The majority of MCF staff from the Thompson/Cariboo has completed mandatory training on Aboriginal awareness.
- The video *Homophobia in the Workplace* has been reviewed by a number of staff in the region including Kamloops MCF offices, the University College of the Cariboo and the High Valley Youth Detention Centre. The MCF Merritt staff and its community partners has recently completed the two-day training event on Aboriginal awareness. A request has been submitted to Staff and Training division to provide the workshop on "Valuing Cultural Diversity."

Community Outreach

- To promote community outreach, the Kamloops Ethnocultural Advisory Committee is represented on the Kamloops Mental Health Multicultural Advisory Committee to evaluate service delivery for youth and adult mental health. The role of this committee is very similar to the MCF Advisory function with the exception that services are specifically directed towards mental health clients from the community's diverse population. In turn, the Mental Health Advisory Committee provides a representative to attend the MCF Ethnocultural Advisory Committee.
- In order to compile the demographic composition of a community's minority distribution, the Kamloops Ethnocultural Advisory Committee has suggested that the ministry, through a provincial initiative, implement a process to identify the ethnic background of service receivers. A suggested approach in gathering information on ethnic background can be included as part of the intake process when a client accesses services. The collection of baseline data on ethnicity can assist the ministry in being more culturally sensitive in its service delivery. Also, this data can assist Ethnocultural Advisory Committees in identifying minority groups served and in achieving goals as defined by the "Terms of Reference."
- As a local initiative the Advisory Committee has recommended the establishment of MCF liaison positions to targeted diverse community groups and build relationships, trust and exchange information. When the committee reconvenes in the fall, efforts will be made to promote the inclusion of gay, lesbian, and bisexual and transgendered representation to better reflect the community's diverse composition.
- To continue in its role to promote community outreach, the KEAC provides a representative to attend the Kamloops Mental Health Multicultural Committee meetings to assist in evaluating the service delivery for youth and adult mental health. A representative from this committee also attends the monthly meetings of the KEAC. The KEAC continues its efforts to increase representation from the community's diverse population by including participation from the Kamloops Advocacy Council and Safe Spaces, a gay, lesbian, bisexual and transgender organization.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–SOUTH FRASER REGION

Executive Commitment

- South Fraser Region (SFR) is in the formative stages of becoming culturally responsive and is working towards implementing the following strategies:

1. Establishing a demographic database indicating the presence of minority groups (by ethnicity) within the geographical boundaries of SFR.
2. Compiling a "map" of the organization in terms of its personnel by classification based on race.
3. SRF is committed to the creation of an ethnocultural advisory committee.

- The regions two Regional Diversity Advisors have maintained regular dialogue with the Regional Executive Director in terms of promoting awareness of diversity issues. Specifically, agreement was achieved for the Advisors to deliver a presentation to the Management Group on the plan to address diversity within the Region.
- A senior manager has been appointed to host or "champion" diversity initiatives at a regional level.

Corporate Business Planning

- SFR will undertake to review the Regional Operating Plan in terms of how it may address diversity issues.
- SFR will review the make-up of existing committees in order to ascertain how well minority groups are represented in these structures.
- SFR has used the half FTE to operationalize the region's strategic plan for diversity. This will be posted soon and an expression of interest sought from staff.

Policy Planning and Evaluation

- SFR is reviewing the feasibility of translating information on ministry services in different languages targeting those communities that have made few demands in the past on its resources. Early intervention is an integral component of this approach.
- The Regional Diversity Advisors have promoted the following videos:

  The Courage to Stand and *Homophobia in the Workplace.* Both videos have been well received and used effectively by District Offices to raise awareness of diversity issues. The Homophobia video has also been used to good effect by the adoption team with prospective adoptees.

  SFR is exploring the possibility of providing to management staff the "Welcoming Diversity" workshop.
- SFR is in the process of selecting a team of volunteers to present the "Preventing Discrimination" seminars.
- SFR is implementing a project designed to assess the needs of South Asian adults with developmental disabilities and piloting services, which are culturally appropriate.
- The Regional Diversity Advisors have involved staff in developing a response to a question of discrimination of a caregiver (posted on the MCF intranet site).
- A staff member from SFR has attended and reported back on a meeting of the Chinese Advisory Committee held in the lower mainland.

Community Outreach

- The Regional Diversity Advisors and representatives of the Personnel department have attended job fairs specifically targeted to recruit staff from minority communities.
- The Regional Diversity Advisors have established effective links with the Surrey/Delta Intercultural Consortium.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–OKANAGAN REGION

Executive Commitment

- Many managers have attended cultural awareness and professional development training offered by the Penticton and Westbank Indian Bands. Managers have been involved in profiling the ministry at job fairs and prevention/early intervention conferences. The region has achieved the highest number of target group member auxiliary hires (47 per cent) in the regions and headquarters, one of the recognized outcomes.

Corporate Business Planning and Operations

- CNIB – Kelowna Chapter – The deaf and blind community in Kelowna is discussing their concerning with the Regional Diversity Advisor. They feel that MCF services have too many barriers for them.
- The Region is funding "Turtle Huddle", a cultural educational program for Aboriginal children in care ages six to 12. This program is being set up with Ki-l-ow-na Friendship Society to help children learn about their own culture, find out which nation they are from, and learn the traditions of that nation. Children participate in cultural activities such as dancing, smudging, dream catcher, POW WOW, and drumming. Spirituality is encouraged in the children's daily life activities.
- The region is also funding "Touch the Earth Program" in Penticton. Elizabeth Bent (social worker) initiated this program as a way of helping Aboriginal children in care to familiarize themselves with their traditions. These traditions include: experiencing legends, learning how to gather food, and respecting the Earth.

Communications

- The Regional Diversity Advisor has been appointed as the Multiculturalism Advisor for Okanagan University College in Kelowna.

Policy Planning and Evaluation

- The region has established the Okanagan Aboriginal Council, which, with goodwill, will lead to an Okanagan Aboriginal Child and Family Service Agency. The contract demonstrates Regional MCF commitment to transfer aboriginal child welfare services to the local aboriginal community. Cost is currently estimated at $187,000.

Training & Education

- Shuswap School District, Canadian Heritage and the Ministry for Children and Families sponsored high school students at the Salmon Arm Senior High Project "Anti-Racism and Anti-Bullying" Forum for the fall, 2000.
- "Valuing and Welcoming Diversity" training has been offered to administrative staff.
- Two district offices have seen *Homophobia in the Workplace.*
- The mandatory training on Aboriginal awareness is not complete.
- The Regional Diversity Advisor, who is also the "Discrimination and Harassment" trainer, has created a plan to offer this training by January 2002 to those in the region who have not attended.

Community Outreach

- The Multicultural Society of Kelowna is piloting a cross-cultural community development project to educate new immigrant families on how to access MCF services in the Kelowna area. MCF is looking at funding for this project, especially after the experience with the Kosovo families.
- The regional ethnocultural community contact agencies have welcomed the Regional Diversity Advisor to act as a representative of MCF on their Advisory Committees. The community agencies are the Multicultural Society of Kelowna, the Multicultural Society of Penticton, the Vernon Planning Council, and the Kelowna Friendship Centre and the Salmon Arm Family Resource Centre. As a contact person for the community agencies, the Regional Diversity Advisor is able to provide regional management with ongoing identification of service gaps for immigrants, children of immigrants, designated groups and Aboriginal community stakeholders.
- The Child Protection division has requested that the Regional Diversity Advisor reunite a former child-in-care with her family in Nigeria. This task was completed in December, and the division is now in the process of facilitating a face-to-face visit with the youth and her family in Lagos, Nigeria.
- The region, in conjunction with other government ministries, is working together with the Multicultural Society of Kelowna to extend settlement services for immigrants to include job search skills and techniques. To this end, the Multicultural Society of Kelowna has been asked to prepare those immigrants interested in Public Service Jobs, and to familiarise them with entry level skills, such as, typing 50 words a minute, computer and Internet access and Referral file.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–SIMON FRASER REGION

Executive Commitment

- The Regional Executive Director and managers are committed to the 2001 - 2002 Cultural Responsiveness work plan.
- A senior Manager has been appointed to form part of the Simon Fraser Regional Ethnocultural Advisory Committee, and the committee has met on monthly basis since February 2001.

Corporate Business Planning & Operations

- Community Impact Profile research is underway in Tri-Cities and Ridge Meadows that will identify the ethnic make-up of the communities.
- One time funding of $ 5,000 has been set aside from the community living budget for translation of pamphlets and general information on therapies and parental involvement in early intervention programs (five languages) with the SHARE Society.
- Simon Fraser Region increased the contract with SUCCESS to meet the growing demand for services for new immigrants and the Chinese population.
- A multi-cultural lunch was held at regional office in November.

Training and Education

- A Regional Training Conference was held November. The conference supported the Cultural Responsiveness Action Plan 2000 – 2001, as it promoted Multiculturalism. Staff received an opportunity see the diversity of staff within the region. The conference's focus was renewal, revitalization and connecting.
- The Regional Training and Development has given cultural competence training high priority.
- The 'Valuing and Welcoming Diversity' two day Workshop was offered and well attended.

Community Outreach

- Simon Fraser Human Resources staff attended job fairs at SUCCESS (United Chinese Community Enrichment Services Society) in downtown Vancouver and Richmond. Career information sessions were conducted and attendees were given information about the Simon Fraser region and career opportunities in general.
- Human Resource Services staff will continue to engage in community outreach through participation in job fairs. These initiatives are and will be supported by management. Attendance of senior staff and managers at these initiatives will be examined.

- Outreach efforts are benefiting from of the solid foundation created by the Co-op student, who expanded outreach efforts during the previous quarter.
- The Regional Personnel Manager, Child Protection Manager (East) and a line social worker attended a forum in Vancouver on working with the Chinese community.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–COAST GARIBALDI / NORTH SHORE REGION

Executive Commitment

- The Coast Garibaldi/North Shore Region executive is committed to creating a work environment free of any form of adverse discrimination, delivering culturally responsive services and providing opportunities for staff to raise equity and diversity issues.

Corporate Business Planning and Operations

- A Regional Equity plan was developed for presentation to regional management.
- A regional profile was developed to provide data on unique demographics of the districts and communities within the region.
- As a part of the above plan, regional initiatives have been developed to support the implementation of goals stated in the *Strategic Plan for Aboriginal Services.*

Communications

- Regional Newsletter developed and distributed to all worksites in the region.
- Cultural diversity posters and information from Victoria distributed to all offices in the region.
- Promotion of the new intranet site and other information to all staff via e-mail.
- Provided all staff in Region with information and dates for "Valuing and Welcoming Diversity" training and Aboriginal awareness Training. Promoted participation.

Training & Education

- A staff member in district office has offered to present training for video *Homophobia in the Workplace.*
- Provided all staff in Region with information and dates for "Valuing & Welcoming Diversity" training.
- Several staff members registered for Aboriginal awareness training.

Community Outreach

- Contacted Multiculturalism B.C. regarding advisory/outreach committees and processes in the North Shore District.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–KOOTENAYS REGION

Executive Commitment

- There have been several individual and general discussions with the executive and managers concerning multiculturalism, each one has led to a better understanding of the issues and principles.
- Diversity is now a standing item on the management meeting agendas.
- Continued management support for general education and community involvement and partnerships is the target for the Kootenay region. Support includes a strategic plan for Aboriginal development and support for community education and forums for all MCF's staff and partners.

Corporate Business Planning and Operations

- The regional, multi-ministry employment equity committee was successful in retaining a Co-op student to research and support employment equity and multicultural issues. He was successful in completing a PowerPoint presentation that shows the representative population statistics in the region. This presentation has been used to support the planning for a multicultural forum held in October in Cranbrook. MCF has been involved in the planning of this community forum with two panel members presenting about their immigration experiences.
- The committee is finalizing the action plan that is to be the focus for this region's future internal direction and includes recommendations for change. The plan will be submitted to Multiculturalism B.C. for provincial support and shared with community partners.

Communications

- A communications plan will be developed for review by the management team.

Policy Planning and Evaluation

- The Kootenay region will support ministry diversity policy development and implementation and will evaluate programs as per requirements.

Training & Education

- Ministry workshops have been identified for the New Year and a diversity conference was planned for February 2001.
- Local staff were invited to attend or participate in the community conference. Two staff from the Cranbrook office made personal presentations at the forum.

- A Diversity conference was held in February. MCF was a partner with the College of the Rockies where both staff groups were invited to participate in a workshop/conference on diversity. Foster parents and contract service providers were also invited. The assessment tool, refined by the organizational change committee, was used as a tool by participants at the conference to assess their office and organization.

Community Outreach

- MCF has been involved in a community committee to finalize the action plan that will be reviewed to form the focus for the region's future internal direction and recommendations for change document.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–UPPER FRASER REGION

Executive Commitment

- After the first provincial E-advisors meeting in May 2000, the RED sent an e-mail note to all managers stating his support for the issues, and the assignment of a Regional Diversity Advisor. The managers forwarded it to all supervisors and then to the other staff. There was a good show of support.

Corporate Business Planning and Operations

- Supervisors and staff were advised about roles and responsibilities of the Regional Diversity Advisor.
- Meetings were held with team supervisors and managers to present and discuss regional diversity issues in the region.
- The Regional Management Team met to discuss the formation of a regional cultural competency Advisory committee. Committee members will include one representative from each ministry office in the region.
- The region is in process of negotiating with the Aboriginal agency, Xyolhemeylh, to remove the barriers delaying the transfer of all First Nations children in care and all child protection services.

Communications

- Regional Diversity Advisor has made briefings and introductory diversity talks at two separate supervisors' meetings in the presence of managers.

Training & Education

- Diversity related videos have been shown to regional staff.
- The workshop on 'Valuing and Welcoming Diversity in the Workplace' has been widely promoted and attended by regional staff.
- Cultural competency issues were discussed with individuals and groups in the region by using and question and answer format.

Community Outreach

- The region is consulting with community partners to begin the groundwork for the establishment of a regional Ethnocultural Advisory Committee.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–PROGRAM OPERATION OF LOWER MAINLAND (POLM)

Executive Commitment

- With the strong support of the RED and the management team we have gathered a group of interested staff has been gathered to improve cultural responsiveness in the region and the community we serve.

Corporate Business Planning and Operations

- A Regional Diversity Round Table has recently been formed. The term "round table" was chosen to reflect the wide range of cultures, talents and experiences brought to the table. The group meets as equals and discusses ways to become more culturally responsive and to assist others in the community towards that goal.

Training & Education

- EDUCATION – We need to educate MCF staff before we can educate others.
- A number of training events have been scheduled.
- RAISING AWARENESS – Develop a strategy to raise awareness of cultural diversity issues within the region.
- EMPOWERMENT – Members of the Round Table, their managers and staff are empowered and have the necessary tools to promote awareness and change.
- Education = Knowledge = Awareness = Power to change

Community Outreach

- Personnel staff will be engaging in community outreach through participation in job fairs. This initiative will be supported by the attendance and participation of managers and staff.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–CENTRAL VANCOUVER ISLAND / UPPER ISLAND / CENTRAL COAST REGION

Executive Commitment

- The RED met with regional managers in September and introduced the new advisor and voiced the region's strong support and sanction of regional diversity initiatives
- As of September a half time FTE was allocated for the work of the Regional Diversity Advisor. The first phase of the project involved researching the various communities in the region to determine what agencies and programs are already in place and what functions they serve in terms of diversity and multiculturalism.
- The Regional Diversity Advisor attended and participated in all provincial cultural responsiveness planning sessions over the year and assisted in the development of the Multiculturalism Annual Report and work plan.
- The Regional Diversity Advisor consulted with other regional advisors on approaches to the formation of the Regional Ethnocultural Advisory Committees (EAC) including, terms of reference, strategies, etc.
- The work of Campbell River staff (as part of their wider Campbell River community) was strongly acknowledged and promoted to the wider audience of the provincial Regional Diversity Advisors and headquarters.

Corporate Business Planning and Operations

- Promoted the MCF Cultural Responsive Action plan to regional staff.
- Encouraged planning areas to develop an inventory of multicultural organizations and key contacts in their communities.
- Planned to identify barriers that affect the delivery of service to diverse clients and develop strategies to address identified problems
- Links were initiated with local and regional working groups and to oversee the implementation of the action plan.
- Planned to develop strategies to raise awareness and understanding of staff and ensure a "best practice" approach
- The Regional Diversity Advisor met with managers and team leaders and presented information about the regional diversity projects. Immigration statistics, community demographics, MCF employee statistics, bibliography of diversity videos, books, pamphlets, plus a start up list of each community's organizations that serve diverse populations were shared.
- Groundwork was initiated to develop a training needs assessment to seek input from staff about their training needs in order to more effectively serve delivery to a diverse population. This was done in consultation with Regional Diversity Advisor and colleagues.
- Identification of systemic barriers to clients for region and for each community. Questions such as, how to solve the problem and who to best solve it. This is a possibility for the next quarter and ongoing.

Communications

- Internal communications for the Campbell River community work was promoted to the other regions.

Policy Planning and Evaluation

- Our strategy has been to start small, build on successes, create excitement for the work, invite and welcome allies, nurture and mentor each other, strive towards sustainability, keep communication flowing and keep management and staff aware and updated of diversity work in the region.
- Regional meeting of one or two interested staff from each community who can start diversity work and form working groups in their communities. This is the future plan for the next quarter.
- The Regional Diversity Advisor has consulted with Director of the Nanaimo Multicultural Society and CVI Diversity and Organizational Change Committee-to link MCF in forming the Nanaimo EAC.
- The Regional Diversity Advisor attended three planning meetings with the Campbell River MCF Organizational Change committee to support their work.

Training & Education

- Planned to produce a needs assessment for social workers to determine what tools they need for appropriate service delivery to a diverse population.
- Promoted cultural awareness training for social workers.
- Planed to provide interpreter training workshop for Social Workers on 'How to Work More Effectively with an Interpreter'.
- The 'Valuing and Welcoming Diversity' training was attended by 20 staff from the region.
- Bafa Bafa is an experiential cultural exchange. The region is looking at the possibility of adapting and marketing this as a cultural awareness tool for regional staff.
- Promoted use of diversity-related videos for training and cultural awareness. Resources included videos, books and a pamphlet and were provided to each manager and team leader.

- Distributed 50 multifaith calendars and 40 Multiculturalism B.C. posters throughout region, including the Lakeview Youth Detention Centre.

Community Outreach

- The Regional Diversity Advisor consulted with CSM Manager and the Campbell River Multicultural Society project. Issues such as recruitment, hiring and retention are being discussed as well as the need to widen community networks.
- The Regional Diversity Advisor is a member of the Nanaimo Diversity and Organizational Change Process committee. Members are interested and optimistic by the willing participation of MCF and openness to reviewing barriers from client's perspective.
- The members include the Nanaimo Multicultural Society, the Haven Shelter for Women, Nanaimo Family Life and the Nanaimo Women's Centre. These agencies are looking at their own change processes in terms of hiring practices and service delivery to a diverse population.

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–CAPITAL REGION

Executive Commitment

- Supported participation in the Regional Diversity Advisors' planning meetings (May, September and February)
- Supported participation in the moderated, interactive, 'Cultural Responsiveness Resource Panel' for the MCF Connect website.
- Created strong links with Many Generous Hands, a planning and advisory group to our region in MCF, comprised of Aboriginal service providers and community members. This group has been operating for approximately six years and has greatly enhanced our working relationships with our Aboriginal communities.
- Made links with the Regional Community Living Council, made up of family members, service providers and self advocates (i.e., people who have a disability). It also advises MCF on how CLS services should be delivered in the region. It has been in existence for about four years.
- A strong Ethnocultural Advisory Committee for the capital region has been established. The first meeting occurred February. The Regional Executive Director (RED) attended and monthly meetings continue to take place.
- A highly respected member of the community and University of Victoria and Camosun College has agreed to co-chair the committee of community members.

Policy Planning and Evaluation

- Alcohol and Drug services – The Victoria Clinic and the Inter-Cultural Association of Greater Victoria, after two focus groups, created a Summary Report involving recommendations from the community for culturally sensitive service delivery.

Training & Education

- Promoted acceptance of gay, lesbian, bisexual, and transgendered (GLBT) culture issues by offering video showings of the *Homophobia in the Workplace* video.
- Used a resource panel to build awareness about GLBT issues.
- Up to 70 people in the capital have been given basic awareness training on GLBT issues using the *Homophobia in the Workplace* video.
- Up to five people in the capital region have participated in the training "Valuing and Welcoming Diversity".
- 120 or more regional staff in the capital region have been given basic awareness training on GLBT issues using the Homophobia in the Workplace video with brief facilitation.
- The Regional Diversity Advisor participated in the course and graduation ceremony, 'Learning Together for Change', which was offered by the Victoria Intercultural Association and made strong connections in community.
- The Regional Diversity Advisor participated in a two day training session offered by the Victoria Coalition for Survivors of Torture. This program was invaluable both in terms of creating community contacts, and in terms of appropriate ways to work with survivors of torture and understanding their cultural context.
- The Regional Diversity Advisor completed the "Approaches to Cross-Cultural Counselling" course and the "Diversity in the Workplace" course offered at the University of Victoria.
- Addiction Services employees attended a one day workshop on "Working with Sexual Minority Clients" to promote GLBT awareness in Addiction Services.

Community Outreach

- Established work on a Collection of regional (ethnocultural) community contacts and a community list including, names, phone numbers, etc.
- Addictions Services - the Victoria Clinic has completed Phase I and Phase II of a needs assessment and the recommendations are for more culturally responsive addiction services in Victoria area

- Addictions Services - the Victoria Clinic provided supervised practicums to students from diverse background including First Nation students.
- Addictions Services provided gender-sensitive and gender-specific services to clients.
- The *Homophobia in the Workplace* video has been offered to community organisations that work with MCF and discussion occurred with ICA in March.
- The Regional Diversity Advisor met with Director and Youth Program Leader for Victoria Immigrant and Refugee Centre to create MCF connection with VIRC.
- The Regional Diversity Advisor attended community activities:

- Provincial Employees Diversity Association AGM
- ACT UP, a youth art showing on anti-racism sponsored by VIRCS
- Forum on 'Becoming an Ally' sponsored by the Committee on Status of Sexual Minorities

REGIONAL HIGHLIGHTS AND ACCOMPLISHMENTS–NORTH REGION

Executive Commitment

- The north is committed to creating a work environment free of any form of adverse discrimination, delivering culturally responsive services, increasing the diversity of the workforce in the north and providing opportunities for staff to raise equity and diversity issues.

Corporate Business Planning and Operations

- Initiatives to support the implementation of goals stated in the regional strategic plan for Aboriginal services were developed.

Communications

- Multi-cultural information is being circulated to offices from the Inter-ministry Multicultural Committee established in Prince George promoting awareness and fostering public relations.
- Multi-cultural awareness week promotions were circulated to all offices.

Training & Education

- Incorporated diversity training for all staff as part of their orientation to the region and the ministry to promote cultural competence.
- Broadened employee's knowledge about EE objectives through staff meetings.
- Cultural Responsive training was provided in Prince George and Fort St. John with 21 employees attending.
- 22 employees attended "Valuing and Welcoming Diversity" training across the region.
- Discrimination prevention training was held in Smithers, Fort St. John and Prince George with 27 employees attending.

Community Outreach

- Participated on the Prince George and Terrace Outreach Committees to continue to develop and enhance outreach efforts to promote cultural diversity in the workplace.
- Participated on the "Partners in Equity" Committee established in Prince George, with representation from all equity groups and the federal government.

ANNUAL CULTURAL RESPONSIVENESS WORK PLAN 2001-2002

In addition to diversity related goals outlined in the ministry *Performance Plan*, the following detailed work plan was developed in conjunction with the Regional Diversity Advisors and Manager, Diversity and Mentoring.

Executive Commitment

- The MCF executive will be kept up to date on cultural competency service delivery issues.
- Participate in the Multiculturalism B.C. Interministerial Multicultural Committee and update Regional Diversity Advisors.
- Sponsor the second annual Regional Diversity Awards.

Corporate Business Planning and Operations

- Plan quarterly meetings for the Regional Diversity Advisors.
- Produce quarterly reports for ministry staff and service providers on the progress of diversity related work.
- Promote diversity-related goals to all staff in an integrated way as part of the strategic priorities of the ministry.
- Provide information related to addiction services to ethnocultural communities and expand it to include multicultural youth.
- Provide advice to key areas and identify strategies to help them build systemic organizational capacity related to cultural competency.
- Promote a cultural responsiveness focus on service delivery at branch/ team/ division / RED /other MCF agendas.

Communications

- Maintain, evaluate and promote the moderated, interactive, 'Cultural Responsiveness Resource Panel' for the MCF Connect web site.
- Continue to use the Multiculturalism B.C. recommended, diversity-related videos as awareness building tools. Identify and develop new resources for videos and promote them.
- Promote translation of preventative publications. Influence translation of materials and policy and making it more broadly accessible.
- Continue to promote gay, lesbian, bisexual, and transgendered (GLBT) culture issues.
- Compile and review MCF resources and external resources on cultural competency work that have been developed.
- Create 'Employee Profiles in Diversity' (six).
- Promote the Cultural Competency Assessment tool.
- Continue to build awareness of deaf culture issues.

Policy, Planning and Evaluation

- Link work related to the principles of cultural responsiveness and organizational health.
- Promote 'cultural competency' in the Contract Reform process.
- Identify ways to support the Aboriginal Justice strategy.

Training and Education

- Continue to support staff, who are dealing with work issues related to diversity.
- Use the mentoring program as a means of supporting diverse needs of staff.
- Identify the best value options for the cultural competency training budget
- Pilot the BAFA experiential diversity training to Regional Diversity Advisors.
- Incorporate cultural competency training follow-up to reinforce and measure learning.
- Awareness training for managers
- Incorporate cultural responsiveness into Foster Parent Training and Orientation session material for new staff.
- Expand discrimination prevention training for all staff incorporating the homophobia video
- Identify training needs for Regional Diversity Advisors.
- Determine cultural responsiveness needs in training for adoptions and guardianship

Community Outreach

- Continue to develop regional (ethnocultural) community contacts and make a community list, including names, phone numbers, etc.
- Establish and continue to work with the community linked Ethnocultural Advisory Committees to accomplish the goal of becoming a culturally competent organization.
- Provide better explanations of MCF services to ethnocultural communities work.
- Continue to work with the Deaf Access Office to promote the specialized service for the deaf community including the creation of informational ideas.

EXECUTIVE SUMMARY

The Ministry of Community Development, Cooperatives and Volunteers promotes and supports community-led efforts that encourage all British Columbians – no matter what their economic

or social standing –"to build and maintain healthy, innovative communities reflecting the goals, aspirations and participation of their citizens." The ministry assists in the development of cooperatives; recognizes and supports the role of the voluntary sector; and ensures government policies, legislation and regulations support community social and economic development.

In 2000-2001, the Ministry of Community Development, Cooperatives and Volunteers had 64 FTE's. Since its inception, the ministry has made efforts to enhance understanding and appreciation of cultural diversity and to ensure ministry programs and services remain sensitive and responsive to the multicultural reality of the Province. This report provides information on key ministry initiatives that enhance its outreach efforts to diverse cultures and support and promote multiculturalism in 2000-2001.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

Vision and Values: The Ministry of Community Development, Cooperatives and Volunteers envisions" a "province where all communities...celebrate their diverse social and cultural heritage" and "recognizes and respects the uniqueness and diversity of individuals and communities."

Innovation: Ministry executive created a dedicated Aboriginal internship position that would provide a developmental opportunity for the selected candidate. The position was also created to improve the ministry's ability to identify successful Aboriginal community development models and strategies and make policy recommendations to address the community development needs of Aboriginal peoples living off-reserve. The one-year internship, developed in partnership with the B.C. Association of Aboriginal Friendship Centres, is also intended to improve working relationships between the ministry and Aboriginal people and increase ministry staff understanding of off-reserve community development issues.

Implementation: Executive members shared responsibility for integrating multicultural goals into the ministry's policies and programs. A human resources advisor represented the ministry on the inter-ministerial multiculturalism committee, coordinated the annual report for multiculturalism and was responsible for multiculturalism initiatives related to education, awareness, employee training and development.

Communications

The ministry communicated regularly with its clients through program funding guidelines, the ministry's Web site, and display units which demonstrated and reflected the diversity of participants in its programs. The ministry also distributed news releases, program information and publications to different ethno-specific media and community multicultural and First Nations organizations. Branches reviewed their program information and application materials to ensure clarity and relevance across sectors and cultural groups. For example, *InVOLve B.C.* consulted with stakeholders representing various cultural and ethno-specific groups on program content, application and information materials. Program materials were widely distributed via offices of Members of the Legislative Assembly, government agent offices and community organizations, such as aboriginal friendship centers.

Training and Education

In support of government's commitment to ensure the workplace is free of discrimination and ministry staff have the knowledge and skills to provide culturally-responsive services, ministry staff participated in the mandatory Discrimination Prevention Training. The ministry also promoted training on 'Valuing and Welcoming Diversity in the Workplace,' 'Aboriginal Cultural Awareness' and 'Culturally Responsive Service Delivery.'

Policy Planning and Evaluation

- Ministry advisors regularly assessed the multicultural implications of their work as they developed and delivered policies, programs and services.

- the ministry consulted with key stakeholders to ensure its policies continued to meet the evolving priorities of British Columbia's multicultural and First Nations communities. For example, consultations were held with First Nations organizations on a policy framework and draft legislation relating to the proposed *Regional Community Development Act*. The discussion paper, *Toward Revitalized, Resilient and Sustainable Communities across British Columbia* was also translated into Punjabi and Chinese.
- the Community Transition and Planning Branch initiated the "Research Project on Aboriginal and Non-Aboriginal Partnerships" to develop an improved understanding of Aboriginal/non-Aboriginal partnerships and how the ministry can best support these initiatives.

Corporate Business Planning and Operations

In March 2000, the provincial and federal governments and the City of Vancouver signed the *Vancouver Agreement*, a five-year agreement to develop a coordinated, strategic social and economic plan for Vancouver's low-income communities. There was considerable consultation with community organizations on the draft Agreement and community participation was, and continues to be, key in implementing initiatives in the priority areas of community health and safety, economic and social development and community capacity building. A project team from the ministry supports policy development, public education, outreach and implementation activities related to the Agreement.

Some community capacity building initiatives supported in 2000-2001 included:

- the *Future Search Conference*, a forum of more than 100 residents, business and community groups in the Downtown Eastside who met for three days to discuss strategies for revitalizing their community;
- Vancouver Agreement partners provided $530,000 for a suite of programs in the Downtown Eastside to build social health and employability of local residents. Projects included a First Nations Creations Artists' Cooperative, the Interurban Gallery, and a new storefront learning resource center;
- funding for the construction of a Millennium Gate, a traditional Chinese Gate over Pender Street, that will be a symbol of Chinatown's rich cultural heritage, community pride and vibrant business community.

Other partnership initiatives aimed at reducing systemic barriers for low-income residents living in Vancouver's diverse Downtown Eastside included:

- support for the Four Corners Community Savings which serves the needs of diverse ethno-cultural groups by providing service in 12 languages and dialects and involves members of the Downtown Eastside community on its Board of Directors and Advisory Council;
- support for the development of DESTA'NEZ, a Downtown Eastside Target Area and Empowerment Zone, an economic revitalization initiative that encourages government, business and non-profit organizations to hire local people and purchase goods from local merchants from this diverse community;
- support for other partnership initiatives such as the Women's Humanities Year, which offered free university-level courses to women unable to access traditional university programs; DEMOCRACE, a capacity-building initiative that involved the community in arts and cultural experiences; and the Sunrise Dental Clinic.

In 2000-2001, the ministry continued to administer the BladeRunners program. This program provided work experience and training in construction trades for individuals, with an emphasis on youth who are employment disadvantaged. BladeRunners recruited individuals from pre-employment training programs, and matched them with placements on public and private sector construction sites and subsidized their wages. Forty per cent of the 160 participants around the province were First Nations. As a pilot project initiative, BladeRunners also entered into an agreement with the Sto:lo Nation to deliver the program to First Nations youth in their community.

As part of the ministry's mandate to invest in and support community-led efforts to build healthy and sustainable communities, funding was provided for a variety of projects designed to promote inclusiveness within voluntary organizations and meet the needs of a broad spectrum of multicultural and First Nations organizations.

Some funding highlights include:

- funding to the B.C. Association of Aboriginal Friendship Centres to increase understanding amongst Aboriginal Friendship Centres about the value of learning communities and assist them in developing a province-wide Network of Learning Communities;
- the provision of over $1.7 million in project funding through the *Community Enterprise* program in support of multicultural and First Nations initiatives that encourage greater economic diversification in primarily coastal, rural resource-based communities and communities facing economic transition.

  For example, the Latin American Market Society received funding to assist with the planning and development of a permanent Latin American market in Vancouver, leading to new job and self-employment opportunities for the Hispanic community. The Campbell River and Area Multicultural & Immigrant Services Association received funding for a project to provide language appropriate training, business plan development and work experience in shellfish farming and conservation for individuals/

families who are under-employed and face language and other systemic barriers to employment.

The Sto:Lo Heritage Trust Society received funding to further support the development of the Xa:ytem archaeological site, a cultural tourism project designed to promote awareness of the site and traditional Sto:Lo culture and promote long-term sustainable employment for Aboriginal people. In the Cowichan Valley, the Simon Charlie Society received funding to plan and study the feasibility of establishing a Coast Salish Resource Hub (or Centre) on Koksilah Lands. The Hub, adjacent to a pre-European Coast Salish village under development, will offer a traditional crafts and methods educational program, with demonstrations and courses on carving, weaving, fishing, gathering, aboriginal remedies, and cooking.

- The Co-op Advantage program provided contributions totaling $79,162 to help ethno-cultural and aboriginal communities develop cooperatives;

  For example, the Eldorado Hispanic Community Cooperative in North Vancouver received funding to support training and employment activities for its members. This project aimed to establish a network of coffee shops. As well, the Mother's Morning Out Cowichan Tribes Co-operative in Cobble Hill received funding to assist with incorporation, director training, member orientation and business planning for a First Nations women's dollmaking co-op, based on cultural values.

- The InVOLve B.C. program funded 10 projects, totaling $168,638, to strengthen the capacity of multicultural volunteer organizations and eight projects, totaling $184,820, that support aboriginal volunteer organizations.

- For example, MOSAIC/ Multilingual Orientation Services Association for Immigrant Communities in Vancouver, on behalf of the Collaboration Roundtable, received fun[illegible]eate, test and distribute a "Partnership Tool Ki[illegible]ilding and sustaining effective partnerships. The [illegible]tional Congress of Black Women Foundation i[illegible]naby received funding for the *Black/African Comm[illegible]ty Resource Project*, a model community-building project focusing on community development, leadership and volunteerism.

  The Collaborative Visions Society in Kamloops received funding to develop a comprehensive board of directors planning guide manual that encompasses the values and traditions of First Nations in the Central Interior. The Children's and Women's Health Centre of B.C. in Vancouver received funding to pilot test *Aunties in Action: Aboriginal Women and Family Peer Health Support*, a project to develop a best practices model for gender-specific, culturally appropriate training for Aboriginal volunteers in health care organizations.

Community Outreach was integral to working with a broad spectrum of ethno-cultural community organizations in support of community social and economic development initiatives.

THREE-YEAR PERFORMANCE PLAN

The Ministry of Community Development, Cooperatives and Volunteers will continue its efforts over the next three years to ensure its policies, programs and services remain responsive to B.C.'s culturally diverse society. The ministry will:

- involve ethno-cultural community organizations and support community partnerships in implementing the Vancouver Agreement and other urban development initiatives aimed at improving living conditions in impoverished urban areas;
- target funding to meet the needs of ethno-cultural, immigrant, aboriginal and First Nations communities in its community economic diversification and sustainability programs, as well as its cooperative and volunteer programs;
- support the involvement of First Nations in community transition efforts that provide assistance to resource-dependent communities facing severe economic hardship due to primary industry closures.
- consult with ethno-cultural groups to review services and programs. Make sure these programs and services are culturally responsive and identify culturally-specific issues and challenges for community development;
- evaluate outcomes of the new Aboriginal internship position. Use research on successful Aboriginal community development models to develop a draft policy framework relating to community development for off-reserve Aboriginal communities;
- actively promote the ministry's commitment to multiculturalism through newsletters, the Web site, announcements, office environments and participation in community events;
- hire, train and develop a diverse workforce with the ability to work effectively with and provide services to people from culturally diverse backgrounds.

EXECUTIVE SUMMARY

Diversity among people is on of the most prominent features of British Columbia's society and our schools. The ministry, as both a direct employer and an overseer of the public school system

managed by 60 independent school boards, is committed to the principles of inclusiveness, equity and access for all employees and learners; this commitment includes the provision of quality programs and services that are relevant and accountable to all clients, students, their families, and their communities.

The Ministry of Education follows the Public Service Employee Relations Commission policy that values diversity in the workplace and ensures that all individuals are treated with respect and dignity. Principles of equity and diversity are integrated into the mission and corporate agenda of the ministry.

The Ministry of Education continues to build and maintain an education system that promotes cross-cultural understanding, positive race relations, good citizenship and social harmony internally. The school system is expected to promote values expressed in the *Constitution Act*, the *Charter of Rights and Freedoms*, the *Official Languages Act*, the *Multiculturalism Act*, the B.C. *Human Rights Code*, the *Employment Equity Act and the School Act*. School boards and schools are expected to use practices that respect the rights of all individuals, in accordance with the law.

British Columbia's school system is making progress in addressing diversity:

- B.C.'s curriculum recognizes the diversity represented in families, communities, the province, the nation, and the world. It contains learning outcomes and suggested instructional strategies associated with active citizenship (e.g., defending human rights) and prevention of discrimination, harassment, and violence.
- British Columbia provides additional ESL services to students for whom English is not a first language. The ministry encourages all students to develop language skills that will assist them to live and function more effectively in B.C.'s ethno-culturally diverse environment and a bilingual Canada.
- Schools are making an increasing provision for the inclusion of students with special educational needs, supported by the ministry's Special Education Policy. The policy supports equitable access to learning by all students and the opportunity for all students to pursue their goals in all aspects of their education.
- Government has made a commitment to improving the success of students of Aboriginal origin by addressing the gap between them and their non-aboriginal peers. The ministry, school boards, and Aboriginal communities are working together in a joint initiative to develop Improvement Agreements. Three of these agreements have now been signed.
- The school system is becoming more sensitive to students who are gay, lesbian, or trans-gendered, and has begun developing mechanisms to ensure their inclusion and fair treatment in school communities. Research is examining ways to ensure that socioeconomic background is not a barrier to quality education and school success.

Addressing the needs of an increasingly diverse population presents an ongoing challenge. The British Columbia school system has a unique responsibility and opportunity to meet this challenge both *by teaching* understanding and respect for all persons and *by modeling* understanding and respect for all persons in practice.

During the fiscal year 2000/2001 the Ministry of Education employed 350 FTEs. There were 613,300 students and 55,600 school board employees in the public school system.

HIGHLIGHTS AND ACCOMPLISHMENTS

Training for Ministry of Education Employees

During 2000/2001 the ministry's Human Resources Branch has:

- updated staff on Multicultural events taking place around the province
- distributed information about cultural events throughout the organization,

- provided ministry staff with information about training and development programs on diversity such as Culturally Responsive Service Delivery and Discrimination Prevention, and
- ensured that the corporate workplace continues to be accessible and representative of the general workforce through fair and equitable hiring practices.

The Human Resources Branch, in addition to ad hoc training organized at a local level, has continued to sponsor *Discrimination Prevention Awareness* and *Reasonable Accommodation* workshops. The ministry requires all staff to participate in harassment prevention training. During 2000/2001, forty-four ministry staff attended half day training sessions regarding prevention of, and effective response to, harassment in the workplace. Eight employees attended *Reasonable Accommodation* training sessions addressing the competencies of modeling and promoting work environments and practices that support the Human Rights Code and equity and diversity policies and procedures. Five employees attended *Aboriginal Cultural Awareness* training, and one satellite session of *Leading in a Diverse Workforce* was conducted.

Providing Leadership for Addressing Diversity in B.C. Schools

Diversity among people is one of the most prominent features of British Columbia's society and our schools. The school system is directly responsible for creating and maintaining conditions that foster success for all students and for promoting fair and equitable treatment for all. These conditions include:

- equitable access to and equitable participation in quality education for all students,
- school cultures that value diversity and respond to the diverse social and cultural needs of the communities they serve,
- school cultures that promote understanding of others and respect for all,
- learning and working environments that are safe and welcoming, free of discrimination, harassment, and violence,
- decision making processes that give a voice to all members of the school community, and
- policies and practices that promote fair and equitable treatment.

School boards and schools throughout the province are challenged in meeting the needs of increasing diversity in their school communities and reinforcing the safety and success of all students and employees in our school communities. This challenge is presented to them in an increasingly litigious environment.

To support the school system in addressing diversity, the ministry has developed *Diversity in B.C. Schools: A Framework* in collaboration with Multiculturalism BC, the B.C. Human Rights Commission, and other key education and community partners. The document was developed to raise awareness at the school district level of the human rights context in which diversity issues are framed, and to promote discussion about ways in which diversity issues can be addressed in a pro-active way.

The *Framework* describes key diversity concepts, references guiding legislation, describes provincial policies, initiatives, and strategies that have been introduced to address diversity in the school system, and raises important implications for policies, strategies and initiatives in the school system related to:

- honouring diversity and promoting human rights,
- preventing discrimination, harassment and violence, and
- responding to incidents of discrimination, harassment, or violence when they occur.

It is designed to assist school boards and schools in:

- reviewing existing policies and practices to ensure they are consistent with legislation,
- enhancing existing policies and practices to ensure that they address diversity, and
- developing or implementing new policies and practices to directly address the diverse needs of the people served by the school system.

Diversity in B.C. Schools: A Framework, which includes a comprehensive set of questions to guide school boards and schools in a self-assessment related to addressing diversity, was distributed to all School Boards and Superintendents of Schools in May 2001. It is also accessible on the Ministry of Education Web Site www.educ.bc.ca in the alphabetical listing of Reports and Publications.

Promoting Social Responsibility through Curriculum and Standards Development

Educators are increasingly aware of how the characteristics of race, culture and ethnicity; sex and gender; sexual orientation; and physical and mental ability - characteristics that are fundamental to the identity of an individual - impact the access to and outcomes of education. These are also the characteristics that are most likely to make an individual the target of discrimination, harassment and violence.

Ministry curricula have incorporated sections which focus on respect for self and others, social skills, personal health and safety, and abuse prevention (*Career and Personal Planning 8-12* and *Personal Planning K-7*, *Social Studies K-11*, *First Nations Studies 12*, as well as curricula for language arts, information technology, fine arts and second languages).

The recently developed *B.C. Performance Standards for Social Responsibility* provide educators, students, and families with a common set of expectations for student development in four areas: contributing to the class-

room and school community, solving problems in peaceful ways, valuing diversity and defending human rights, and exercising democratic rights and responsibilities.

Supporting Language Education

To be successful in Canada, students need to be proficient in one of the country's official languages. The Ministry of Education has articulated policy and allocated funding to support schools in providing English as a Second Language (ESL) services. The goals of ESL are to assist students to become proficient in English, to develop intellectually as citizens, and to achieve the expected learning outcomes of the provincial curriculum.

In 2000/2001 the ministry committed over $64.5 million in supplemental funding to school districts to provide ESL services for over 58,400 students. School boards may claim ESL students for supplementary funding for up to five years, depending on student needs. Data reveal that the average duration of ESL services is 3.5 years.

The *English as a Second Language Standards* were developed and published in 2001 to complement the Province's English as a Second Language Policy Framework, 1999 and English as a Second Language Guidelines, 1999. The standards, which describe characteristics that second language learners typically exhibit at various stages of the English acquisition process, address the range of language abilities found among K-12 ESL learners. They have been created as a resource to help educators who work with ESL students (either as specialists or as classroom teachers) plan and carry out ongoing instruction and assessment.

Improving School Success for Aboriginal Students

The ministry's Aboriginal Education Branch has continued to work to:

- improve school success for Aboriginal students,
- increase Aboriginal voice,
- promote knowledge of Aboriginal language, culture and history for all students,
- ensure effective use of resources, and
- increase Aboriginal communities' satisfaction with the public school system.

Raising the graduation rate for Aboriginal students in the province continues to be a major long-term objective of the Ministry of Education. The ministry has provided supplemental funding within the public education system for individuals who are Aboriginal learners. This reflects the ministry's commitment to provide school districts with an incentive to address educational needs of Aboriginal learners and to improve their success in the system. School Districts have used these supplemental funds to work with local Aboriginal communities in the development and implementation of meaningful programs and services for Aboriginal student success.

Supporting the B.C. Safe Schools Initiative

The public and personnel in schools have become increasingly concerned about school violence. Research has indicated that a comprehensive *Safe Schools Initiative* must address the following: promoting personal safety, preventing crime and violence, celebrating diversity, eliminating discrimination, developing social responsibility, and creating a positive school climate.

Beginning in 1998 and continuing through 2001, the ministry has provided significant resources ($1 million in each of the last three fiscal years) to enable the Ministry of Education to collaborate with the Ministry of the Attorney General (now the Ministry for Public Safety and the Solicitor General) to implement a *B.C. Safe Schools Initiative*. The inter-ministerial approach is intended to ensure effective co-ordination of initiatives undertaken across government and the broader community while modeling that maintenance of safe schools/communities is a shared responsibility. Key education and community partners have supported the *B.C. Safe Schools Initiative* with both fiscal and personnel support: B.C. School Trustees' Association (BCSTA), B.C. Principals' and Vice-Principals' Association (BCPVPA), B.C. Teachers' Federation (BCTF), B.C. Confederation of Parent Advisory Councils (BCCPAC), School Liaison Officers, and Ministry of Women's Equality.

A Safe Schools Centre

- The first step in implementing the Initiative was to create the B.C. Safe Schools Centre, the first of its kind in Canada, hosted by School District No. 41 (Burnaby). The Centre continues to act as a 'clearinghouse', providing information and support to schools, community groups, police, social workers, and others interested in increasing safety in school and community settings. It also co-ordinates training opportunities and is available to offer information and referral by telephone at (604) 660-7233 (SAFE). The website for the Centre was recently enhanced and re-launched in March 2001. Location of site is as follows: http://www.safeschools.gov.bc.ca

Key Resources

- *Safe Schools Planning Guide* – designed to assist schools and school districts in planning effective prevention and intervention strategies/initiatives to promote positive school climates and safety.
- *B.C. Safe School Centre Resource Catalogue* – provides an annotated bibliography of resources available for loan from the B.C. Safe School Centre, on a wide variety of topic areas.
- *Focus on Bullying: A Prevention Program for Elementary School Communities* – school district implementation

is supported by trainers provided, upon request, by the BCTF and BCPVPA.

- *Focus on and Harassment and Intimidation: Responding to Bullying in Secondary School Communities* – development is currently underway. This resource provides information about the unique safety issues related to diversity, multiculturalism and racism and suggests strategies for proactive school-based prevention and intervention. It is designed to complement the ministry's November 1998 award winning publication Focus on Bullying: A Prevention Program for Elementary School Communities, and is scheduled for distribution to all B.C. secondary schools in December 2001.
- *Safe School Kit* – distributed to every school in the province, the Safe School Kit contains Safe School Planning Guide, Resource Catalogue, Critical Incidents Response Guide, Focus on Suspension, Total Respect of Others (TROO), posters, brochures and a variety of other useful resources and programs available from the Ministries of Education and the Attorney General. Schools are encouraged to add future resources to this handy storage kit.
- *Keep It Safe. An Administrators Guide* – developed by the B.C. Superintendents' Association (BCSSA), and the B.C. Principals and Vice-Principals' Association (BCPVPA), and issued to all school administrators in 1999.
- *Call It Safe. A Parents Guide to Addressing Intimidation and Harassment in Secondary Schools* – developed by the BCCPAC. A similar resource for elementary school audiences will be finalized in the fall of 2001.

Communication and Training

- *Regional Safe Schools Training Sessions:* The Safe School Centre has initiated regional training sessions on safe schools/safe communities that draw together community teams of educators, policy, youth workers and others, to facilitate community information sharing, priority setting and co-planning.
- *Safe Schools District Contact Network:* Every School District has named a Safe School Contact to link to the Initiative. Following initial orientation and training, the contacts facilitate the communication flow by: disseminating and co-ordinating information from the Initiative to their communities; and conveying community activities, effective practice strategies and resources to the Initiative, for sharing across the province. A meeting of the school districts contacts is held twice annually.
- *Effective Behaviour Support (EBS):* The ministry has partnered with the B.C. Council of Administrators of Special Education (B.C. CASE) in each of the last five years to promote training in EBS, a model pioneered in Oregon and now used in many jurisdictions. EBS is a systems approach that uses positive intervention strategies at school-wide, out-of-class setting, in-class setting, and individual student levels. EBS schools make decisions based on reliable data that they have collected and they believe that pro-social behaviour can be best achieved through teaching rather than punishing.

STRATEGIC PLAN

The Ministry of Education continues to welcome and value diversity. As an employer, the Ministry of Education has made a commitment to ensure that, at all levels, ministry staff is representative of the British Columbia population. As outlined in the ministry Performance Plan 2000/2001 - 2002/2003, strategies and activities in support of such an objective will promote increased representation of under-represented groups through recruitment, selection and retention programs. The Ministry of Education received approval of its October 1999 request to the B.C. Human Rights Commission to give preference to qualified candidates for all auxiliary positions from designated groups (women, Aboriginals, persons with disabilities, visible minorities) at levels for which they are under represented within the ministry.

The Ministry of Education's Strategic Plan Framework 1999/2000 - 2000/2001 vision statement indicates that the system will help students develop skills in a second language in addition to an appreciation of the diversity of Canadian society. The ministry discusses various strategies/initiatives specifically in support of improving results for Aboriginal learners. As a key success indicator, the Strategic Plan Framework lists improved results for equity groups (women, Aboriginals, persons with disabilities, visible minorities) and reduced disparity between outcomes for these groups and the population as a whole.

1. EXECUTIVE SUMMARY

The Ministry of Employment and Investment is the lead provincial agency for fostering job creation, investment and economic development in British Columbia. The ministry works with business interests, both domestic and international, to identify and promote private sector investment in traditional resource-based industries such as mining and forestry, as well as in new, value-added and advanced technological sectors with high growth potential.

Over the past year, the ministry has continued its efforts to work with the ethno-cultural business community and to ensure that its programs were respectful of and responsive to the multicultural reality of British Columbia and its international clients.

In 2000-2001, the Ministry of Employment and Investment had 205 FTE's. This report highlights some key initiatives of the Ministry of Employment and Investment to support multiculturalism in 2000-2001 and to integrate goals relating to multiculturalism into its strategic planning processes.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

Executive demonstrated its ongoing support for multiculturalism in the following ways:

- cultural diversity was considered when recommending appointments to boards and commissions;
- consideration of aboriginal and multicultural issues was integrated into the ministry's ongoing work of coordinating innovative job creation and adjustment strategies to help communities and workers adapt to changing economies, at home and abroad;
- culturally-responsive service delivery was an integral aspect of the ministry's work in pursuing investment and trade;
- goals and performance measures relating to the objectives of the *Multiculturalism Act* were incorporated into the ministry's 2001-2004 Performance Plan, such as the promotion of employment equity and a work environment that respects the diversity, skills and experience of others.

Ministry implementation was coordinated by:

- staff of the B.C. Trade and Investment Office (BCTIO), responsible for providing one-stop access for both investors and exporters seeking business information or assistance; and staff of BCTIO's overseas offices, responsible for ensuring a continued strong B.C. presence in established and emerging international markets, especially in the Asia-Pacific region;
- the Director of the Economics Branch who coordinates the ministry's involvement in aboriginal issues, for both treaty negotiations and economic development projects;
- a Human Resources Advisor who represents the ministry on the inter-ministerial multiculturalism committee, coordinates the annual report for multiculturalism and implements multiculturalism initiatives related to education and awareness, and the integration of multicultural issues into training and employee orientation.

Corporate Business Planning and Operations

The B.C. Trade and Investment Office (BCTIO) is the sole government agency responsible for expanding exports and encouraging investment in the province. As a one-stop access center for both investors and exporters, the BCTIO continued to provide culturally responsive services and programs as part of its ongoing work. For example:

- The Business Immigration Office provided direct assistance to immigrants who enter Canada through the Entrepreneur Immigrant Program or the Investor Immigrant Program and plan to reside in B.C. Services include information seminars, personal counseling, industry information and business opportunities.
- The Strategic Business Unit-Asia Pacific developed bi-lateral business relations between B.C. and Asia Pacific jurisdictions and provided intelligence and data on relevant issues from the Asia Pacific region;

- The Strategic Industries Branch helped strengthen networks, facilitate opportunities and build alliances that attract investment and expand exports. The Branch also ensured the fullest participation by a diverse group of British Columbia suppliers in major projects and government procurement opportunities;
- The Japan Trade Unit focused on maintaining and enhancing business relations with Japan, the province's largest trading partner in Asia.

Culturally responsive service delivery was integrated into every aspect of the BCTIO's core business as staff were required to work in a multicultural team, interface with prospective immigrants and business leaders from diverse cultural backgrounds, the private sector and immigration intermediaries. Recruitment and hiring of new staff therefore involved the recruitment and selection of staff who have the expertise to manage a diverse workforce, to provide culturally responsive services, and in many cases, to be fluent in the business language of major clients.

Policy Planning and Evaluation

The ministry has responsibility for a number of provincial statutes, including the *Ministry of International Business and Immigration Act*. Under the Act, the ministry has responsibility for coordinating government's involvement, developing policy options and making recommendations related to trade, investment and immigration policy and programs. The ministry also has responsibility for employment and economic development policy and legislation.

In their work of developing, analyzing and making recommendations related to policy, policy advisors were required to assess the impacts of new and existing policy and legislation on British Columbians, including the culturally diverse communities of B.C. As indicated, the Economics Branch coordinated the ministry's involvement in aboriginal issues.

The Economic Development Division, the research and policy development arm of the ministry, is also responsible for coordinating provincial and regional job strategies which include initiatives to support the overall economic viability of the province.

A key economic initiative in 2000-2001 was the development and implementation of the Canada/ British Columbia Infrastructure Works Program, an $800-million program aimed at

- enhancing the quality of the environment
- supporting long-term economic growth
- improving community infrastructure
- building 21st century infrastructure through encouraging the use of best technologies, new approaches and best practices.

Program objectives for the Infrastructure Program included:

- supporting Canadian heritage and culture, by providing funding to preserve or renovate designated heritage sites and access to those sites; and
- supporting the development of English and French linguistic minority communities, by providing funding for heritage and cultural facilities in minority official language communities.

Community Outreach

Community outreach was an integral component of working with a diverse business community and non-government clients and organizations to co-ordinate and deliver provincial economic development programs and policy.

Communications

The ministry communicated with its diverse clientele regularly through publications, news releases, the ministry's website and displays which reflect the diversity of British Columbians. Information on ministry initiatives was also made available to different ethno-specific media, community multicultural and First Nations organizations.

Key program information was provided in different languages. For example, the B.C. Trade and Investment Office Fact Sheets were translated into Chinese and Japanese; and information relating to international trade and investment initiatives was also translated into high demand languages.

Training and Education

In support of government's commitment to ensure that the workplace is free of discrimination and that ministry staff have the knowledge and skill sets to provide culturally responsive services, ministry staff members were required to participate in the mandatory Discrimination Prevention Training. Training on 'Valuing and Welcoming Diversity in the Workplace', 'Aboriginal Cultural Awareness' and 'Culturally Responsive Service Delivery' was also promoted.

3. THREE YEAR PERFORMANCE PLAN

In its Performance Plan 2001-2004, the ministry identified three primary goals:

- to promote strategic economic development
- to increase economic benefits from trade
- to improve program effectiveness and administrative efficiency.

The Ministry of Employment and Investment will continue its efforts over the next three years to ensure that its policy, programs and services remain responsive to the multicultural reality of the province and its domestic and international clients. The ministry will continue to:

- integrate culturally-responsive service delivery when promoting trade with and investment in the province;

- support the involvement of First Nations and diverse ethno-cultural communities when assisting individuals, businesses and communities in creating jobs and economic opportunities for the benefit of all British Columbians;
- invest in hiring, training and developing a diverse workforce with the competencies required to work effectively with people from culturally diverse backgrounds;
- provide services for prospective business immigrants and post-immigration settlement services for business immigrants;
- partner with private and public agencies to host events such as the B.C. Pavilion at the World Education Market 2001 being held in Vancouver to showcase global educational resources and technologies;
- address multicultural, equity and diversity goals in its Human Resource and Succession Planning processes.

1. EXECUTIVE SUMMARY

The Ministry of Energy and Mines serves as the catalyst and facilitator for the development of thriving, sustainable and competitive energy and mineral resource industries for all British Columbians.

In its work to ensure the long-term growth and sustainability of the Province's energy and mineral sectors, the ministry works with a broad spectrum of stakeholder groups and supports job creation. The ministry also regulates and inspects the exploration and mineral production industries in B.C. to protect the workers, the public and the environment.

The ministry supports government's multiculturalism policy and strives to conduct services and programs in a manner that is sensitive and responsive to British Columbia's cultural diversity. The ministry is committed to ensuring sound environmental practices and building positive relations with all members of B.C.'s diverse communities.

In 2000-2001, the ministry had 291 FTE's. This report highlights some key initiatives of the ministry to support multiculturalism in 2000-2001 and to integrate goals relating to multiculturalism into its strategic planning processes.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

Executive demonstrated its ongoing support for multiculturalism in the following ways:

- cultural diversity was considered when recommending appointments to boards and commissions;
- members of specific ethno-cultural groups, potentially impacted by programs or policies, were consulted and/or involved in decision-making processes (this applies especially to First Nations representatives);
- outreach efforts were undertaken to ensure participation of ethno-specific groups, particularly First Nations, at ministry sponsored conferences and events.

Ministry implementation was coordinated by:

- The Director of the Aboriginal Relations Branch who manages programs related to aboriginal involvement in the energy and mining industries.

The Branch supported revenue generation by promoting business relations between First Nations and the mining and oil and gas industries and by encouraging aboriginal participation in the industry. The Branch also negotiated and implemented protocols and memoranda of understanding with First Nations relating to ministry responsibilities; supported negotiations between industry and First Nations for joint ventures and other agreements; developed and implemented employment and training initiatives; and developed ministry policy relating to aboriginal relations.

- A Human Resources Advisor who represents the ministry on the inter-ministerial multiculturalism committee, coordinated the annual report for multiculturalism and implemented multiculturalism initiatives related to staff training and development initiatives.

Corporate Business Planning and Operations

The ministry is committed to facilitating stronger working relationships between First Nations communities and resources development industries and to enhancing First Nations involvement

in economic development initiatives related to energy and mineral resources. For example,in 2000-2001:

- The ministry signed an agreement with the Kaska Dena ensuring the Kaska's meaningful participation in energy and mining projects. The agreement formalized a consultation process for evaluating how oil and gas and minerals exploration and development may affect aboriginal rights and titles. The agreement also provided $580,000 in provincial funding to:
- enable the Kaska Dena to improve consultation with government and industry;

- develop training programs that will prepare Kaska Dena residents for employment in the minerals and oil and gas sectors;
- increase Kaska Dena participation in industry forums;
- develop joint ventures and other business agreements between the Kaska Dena communities and the minerals and oil and gas industries.

- B.C. signed a five-year Economic Agreement with the Northwest Territories, committing the jurisdictions to work together on a range of economic development measures that will benefit residents and assist in the development of communities, services and infrastructure of northern B.C. communities. Involvement of First Nations in sectors such as natural gas and forestry as well as transportation and tourism are key considerations.

Policy Planning and Evaluation

The needs of and potential impacts on members of ethno-cultural communities were assessed and incorporated into the development and implementation of the ministry's policies, programs and services for British Columbians.

The ministry was an active participant in multi-stakeholder strategic land use planning initiatives across the province. Within each planning process, staff members worked to integrate First Nation interests with the ministry's mineral and energy stewardship interests, within the context of land and resource management planning.

Training and Education

In addition to its internal training and development focus, the ministry also supported educational initiatives for aboriginal communities aimed at increasing understanding of the

Province's energy and minerals and opportunities available in those sectors.

- In November 2000, a partnership initiative between industry and government including the ministry, 15 major oil and gas companies and other funders, resulted in a $1.2 million program to help First Nations develop economies, social structures and new skills. The program focused on providing oil-rig training to First Nations students in northeastern B.C., leading to immediate jobs.

- In January 2001, the ministry provided $60,000 in funding for outreach to teachers in Aboriginal and remote communities to attend training on the Mining Association's K-12 resource kit and curriculum. The program was delivered in Smithers and Vancouver and another session is scheduled for June 2001.

The ministry's commitment to multiculturalism in its staff training and development activities was demonstrated in the following ways:

- staff members were required to participate in the mandatory "Discrimination Prevention Training";
- training on "Valuing and Welcoming Diversity in the Workplace", "Aboriginal Cultural Awareness" and "Culturally Responsive Service Delivery" was also promoted;
- respect for cultural diversity and building capacities to work effectively with people from culturally diverse backgrounds was also integrated into training related to customer service, service delivery, community consultations, conflict resolution and quality-related topics.

Communications

The ministry communicated with its diverse clientele regularly through publications, news releases, the ministry's website and displays which reflect the diversity of British Columbians. Information on ministry initiatives and news releases were also targetted to First Nations organizations and media.

Community Outreach

The ministry's outreach efforts and financial contribution of $30,000 resulted in the participation and representation of 13 First Nations in the Cordilleran Exploration Roundup, a major industry conference and tradeshow on mineral exploration sponsored by B.C. and Yukon Chamber of Mines. First Nations had not previously participated in the Roundup. Outreach also included financial support for the production of a video about the conference's land use session. The video was produced by First Nations and intended for a First Nation's audience.

In July 2000, the Minister of Energy and Mines appointed a four-person advisory panel to review and make recommendations on the framework governing the planning, review, approval and management processes for aggregate resources (sand and gravel pits and rock quarries) in B.C. The advisory panel focused its review on the Lower Mainland, Okanagan and Southern Vancouver Island, areas where most of the conflicts and potential resource shortages are concentrated. Terms of reference for the panel specifically included a requirement that they consult with First Nations; outreach to approximately 100 bands was undertaken.

3. THREE YEAR PERFORMANCE PLAN

The Ministry of Energy and Mines will continue its efforts over the next three years to enhance understanding and appreciation of cultural diversity and to ensure that ministry programs and services remain sensitive and responsive to the multicultural reality of the Province.

As part of its continuing commitment to increase First Nation's access to economic opportunities and to foster strong relationships between First Nations, the Province and the energy and mineral industries, the ministry will:

- continue to support the involvement of First Nations communities in provincial resource management;
- continue to administer agreements reached with First Nations to share revenue received from petroleum, natural gas and minerals extraction. Provision is made for payments made in accordance with the Federal/Provincial agreement, as specified under the Fort Nelson Indian Reserve Minerals Revenue Sharing Act, and agreements with other First Nations;
- implement Kaska Dena Interim Measures Agreement;
- sign revised Memoranda of Understanding with B.C. Treaty 8 First Nations;
- develop and deliver projects to increase opportunities for First Nations in subsurface resource development;
- develop a regulatory framework for consistent administration of subsurface resources included in treaty settlements;
- implement revised consultation with First Nations guidelines;
- complete each stage of the five year archaeology study in northeast B.C.;
- continue to administer First Nation revenue sharing agreements and the Vancouver Island Natural Gas Pipeline Agreement;
- continue to participate in International Cooperation initiatives such as a resource management information and technology transfer to Peru on a cost recovery basis through a contract with the Canadian International Development Agency;
- address multicultural, equity and broader diversity goals in the ministry's Human Resources/Succession Planning processes, and its secondment programs;
- continue to provide the half-day Discrimination Prevention Training and other culturally-responsive training to employees.

1. EXECUTIVE SUMMARY

The Ministry of Finance and Corporate Relations is committed to the objectives and principles in the *Multiculturalism Act* of British Columbia and embraces multiculturalism and diversity in the workplace and as a business strategy. A culturally responsive organization that is innovative, creative and loyal to its employees, and meets the needs of the diverse communities it serves has a competitive advantage in today's increasingly diverse business world. Over the next three years Ministry of Finance and Corporate Relations will work towards its goals and objectives and will make adjustments wherever necessary to achieve them.

The following provides a brief summary of our accomplishments, but more details in the highlights of accomplishments.

- 670 employees participated in multiculturalism/diversity related training
- Branches worked to improve programs and services that are responsive to the needs of the diverse communities served
- Completed "Self Assessment Tool", which identified strengths and weaknesses throughout the ministry and baseline information gathered from tool helped to develop initiatives that will move the ministry towards becoming a culturally competent organization
- Received an award from Multiculturalism B.C. for "Barrier Identification and Removal Action Plan"
- Successful community outreach through employment related activities (i.e. information sessions, career fairs, and work experiences) and reflected in our diverse workforce
- Branches and divisions throughout the ministry utilised multiculturalism week as an opportunity to build awareness and education of multiculturalism.

There are 1,966 full time equivalent (FTE), excluding ministry's supported entities

II. HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

- Heightened Executive commitment demonstrated in promotion and discussion of Multiculturalism and diversity ideas at the executive table and throughout ministry
- Completed Multicultural B.C.'s Self-Assessment tool and contributed to three year multicultural plan
- Promoted and participated in Multiculturalism week and other related activities
- Provided overview of ministry and component of multiculturalism/diversity in presentations to new employees at regular ministry Orientation Sessions
- Recipient of Multiculturalism B.C. award in recognition of ministry's work on "Barrier Identification and Removal Action Plans"
- Ensuring access to training and advancement opportunities are available to all employees
- In community outreach Finance attended more career fairs and other outreach activities than previous years to promote access to employment
- Promoted a workplace that respects diversity and ensures that employees, ministry clients and members of the public are treated with respect and dignity
- Participated in one day working forum on multiculturalism and diversity sponsored by Multiculturalism BC
- Supported participation of ministry EE/Multiculturalism Advisor on the Inter-ministerial Committee on Multiculturalism

Corporate Business Planning and Operations

- Multiculturalism and diversity is identified as a core aspect in the ministry's Human Resources/Succession Planning

- Embedded multiculturalism and diversity goals and objectives in branch, division and ministry's performance plans
- Promoted a workplace that respects diversity and ensures that employees, ministry clients and members of the public are treated with respect and dignity

Communications

- Assistant Deputy Ministers, and divisions participated and/or hosted Chinese Brush Painting Demonstration, International Potluck, produced Ethnic Cookbook, wore ancestral clothes, world map where employees indicated place of birth and/or family origin, displayed cultural artifacts/items, and watched video from series called "Walk a Mile" in celebration of Multiculturalism Week
- Multiculturalism Advisor wrote an article and included a poem (by an employee's child), which was published in the "Networth News" (online paper) in celebration of Multiculturalism Week
- Disseminated of articles, news clippings, web articles, poems, Multiculturalism B.C. posters and other forms of media to raise awareness and visibility of multiculturalism throughout ministry
- Managers meetings include equity and diversity items on agendas

Policy Planning and Evaluation

- Ministry of Finance and Corporate Relations strives to review and evaluate policies, programs and services to ensure they are fair, equitable and are written in plain language wherever possible.
- Policies and actions will continue to promote a workplace where individuals treat one another with respect and dignity, the fundamentals of cultural pluralism. Human Resource Advisors will work in close consultation with managers to promote these workplace behaviours consistent with the Standards of Conduct of Public Service Employees.

Training and Education

Corporate training delivered through the Human Resources Training Unit included the following multiculturalism/diversity training:

- Aboriginal Cultural Awareness*
  Participants 1 # of sessions 1
- Coaching: Bringing Out the Best*
  Participants 36 # of sessions 7
- Culturally Responsive Service Delivery*
  Participants 1 # of sessions1
- Discrimination Prevention*
  Participants 241 # of sessions 60
- Everyday Creativity*
  Participants 105 # of sessions 13
- Harassment Awareness*
  Participants 41 # of sessions 13
- Leading A Diverse Workforce*
  Participants 3 # of sessions 1
- Ministry Orientation*
  Participants 73 # of sessions 7
- Myers-Briggs Type Indicator*
  Participants 152 # of sessions 19
- Reasonable Accommodation*
  Participants 1 # of sessions 1
- Team Leadership*
  Participants 8 # of sessions 3
- Valuing & Welcoming Diversity*
  Participants 1 # of sessions 1
- Violence in The Workplace*
  Participants 2 # of sessions 2
- Writing in Plain Language*
  Participants 5 # of sessions 3

*Target Audience: Ministry Employees

Community Outreach

- Executives Directors, Directors, and managers from various divisions participated in Career Fairs to capture a more diverse applicant pool
- Various branch competitions included advertising in ethnic newspapers: Sing Tao, Indo-Canadian Times and First Nations

THREE YEAR STRATEGIC PLAN 2001-2003

The ministry is striving to become fully culturally responsive and integrate multiculturalism and diversity goals and objectives into all aspects of the ministry's business operations

- Usage of in-house language/translation resources to assist in communicating with members of the public on taxation and other financial matters
- Auditor worked with public sector and Ministry for Children and Families to develop an Ethnocultural Competency tool for assessing funded agencies

GOAL #1-EXECUTIVE LEADERSHIP

There is leadership and accountability demonstrated in issues related to multiculturalism.

STRATEGY	2001	2002	2003	Expected Outcomes
Increased communication from Executives to division senior managers and mangers of multiculturalism and diversity initiatives and expectations for achievement	Consult and implement	continue	continue	Visible senior level commitment to multiculturalism
Sponsor also personally champions initiatives, participates in programs and demonstrates a commitment to multiculturalism	continue	continue	continue	Visible senior level commitment to multiculturalism
Executive Sponsor continues to provide presentation on Employment Equity/ Multiculturalism as portion of Ministry's Orientation Sessions for all new employees	ongoing	ongoing	ongoing	Visible senior level commitment to multiculturalism
Involve regional/divisional representation in the development of the ministry's Business Case for Diversity framework and implementation plan	Develop	Implement	Evaluate/ review	Diversity as a business driver is embedded in all aspects of ministry operations

GOAL #2 -COMMUNICATIONS

All communication responds to the needs of the cultural diversity of British Columbia and promotes the goals and objectives of the *Multiculturalism Act*.

STRATEGY	2001	2002	2003	Expected Outcomes
Change appearance/content of ministry's intranet site to build more awareness and understanding of multiculturalism and diversity throughout ministry	Work with technician and implement	Ongoing	Ongoing	Commitment to multiculturalism is actively promoted on a regular basis to all employees
Work with divisions/regions to provide greater access to information on employment, contracts and business opportunities within the ministry to ethno-cultural communities via multicultural societies, ethno-specific media, community networks and other business channels.		Work with regions and managers to develop	Implement mutually agreed upon initiatives	Increased knowledge and access to ministry's programs and services
Incorporate reference to multiculturalism legislation in the contract negotiations guidelines		Consult and implement	review	Increased knowledge and access to ministry's programs and services
Provide information interview, job shadowing and work experience/practicums		implement	continue	Increased knowledge and access to ministry's programs and services
Information and materials are responsive to the cultural diversity of British Columbia, in all communications, e.g. text, illustrations, images		Work with communications divisions	Review and continue	Reflect cultural diversity of the province in all information and materials
Invite employees' involvement with and promote multiculturalism and diversity as part of regular business	implement	continue	continue	Employee participation
Business Case for Diversity is communicated to all employees (including divisional information sessions)		Develop communication strategy and implement	ongoing	Diversity as a business driver is communicate throughout the organization
Promote and update language data base and provide translation services across ministry in as many high demand languages as possible to serve the culturally diversity of British Columbia	Work with technician and implement	ongoing	ongoing	Information is provided in different languages

GOAL #3 -RESOURCE MANAGEMENT

Ministry of Finance and Corporate Relations' resources and operations are managed to support the goals and objectives of the *Multiculturalism Act.*

STRATEGY	2001	2002	2003	Expected Outcomes
Mandatory training for all staff in Prevention of Discrimination Training within the first six months of employment	implement	implement	implement	Staff awareness and understanding of ministry's commitment to multiculturalism and anti-racism
Continue work on identification and removal of barriers and wherever possible work with community groups to provide input on services	Consult with regions/ community groups	Implement any mutually agreed upon strategies	Evaluate and Review	Build relationships with cultural communities not previously served
Encourage new supervisors/ managers to include and participate in diversity/anti-racism training in building their competencies (in-house, ELS or other)	implement	ongoing	implement	
New employees attend ministry one day orientation session	implement	ongoing	ongoing	Employees are equipped to serve a diverse community

GOAL #4 -POLICIES, PROGRAMS, AND SERVICES

Ministry of Finance and Corporate Relations' policies, programs and services comply with and support the goals and objectives of the *Multiculturalism Act.*

STRATEGY	2001	2002	2003	Expected Outcomes
Develop diversity competencies for Executives, Directors and Senior Managers		Consult with Executives, external group and Implement	Evaluate and Review	Diversity as a business driver is embedded throughout ministry
Extend diversity competencies to managers, supervisors and others			Use previous competencies as benchmark, tailor and implement	Diversity as a business driver is embedded throughout ministry

GOAL #5 -EVALUATION

Ministry of Finance and Corporate Relations' corporate programs, policies, services and operations are evaluated in a manner responsive to the multicultural reality of British Columbia, and meet the goals and objectives of the *Multiculturalism Act.*

STRATEGY	2001	2002	2003	Expected Outcomes
Regularly review training curricula for multiculturalism and anti-racism objectives and revise as required		Consult with HR Training Unit	Review	Ministry's training curricula/plan includes cultural diversity and multiculturalism

3. ANNUAL BUSINESS PLAN 2000/2001

STRATEGIES	AREA OF RESPONSIBILITY
Leadership	
Executives provide direction and leadership and engage divisions in achieving objectives	Executives, EE/Multiculturalism Advisor
Involve regional/divisional representation in the development of the ministry's Business Case for Diversity framework and implementation plan	Executives, EE/Multiculturalism Advisor
Executive Sponsor continues to provide presentation on Employment Equity/Multiculturalism as portion of Ministry's Orientation Sessions for all new employees	Executives, EE/Multiculturalism Advisor
Sponsor also personally champions initiatives, participates in programs and demonstrates a commitment to multiculturalism	Executives, EE/Multiculturalism Advisor
Communication/Outreach	
Change appearance/content of ministry's intranet site to build more awareness and understanding of multiculturalism and diversity throughout ministry	EE/Multiculturalism Advisor/Technician
Continue to encourage and support staff in attending employee associations meetings	EE/Multiculturalism Advisor
Invite employees' involvement with and promote multiculturalism as part of regular business	Executives, Managers, EE/Multiculturalism Advisor
Promote and update language data base and provide translation services across ministry in as many high demand languages as possible to serve the culturally diversity of British Columbia	Divisions/EE/Multiculturalism Advisor
Provide information interview, job shadowing and work experience/practicums	Managers, employees, EE/Multiculturalism Advisor
Resource Management	
Involve regional/divisional representation in the development of the ministry's Business Case for Diversity framework and implementation plan	Executives, Managers, EE/Multiculturalism Advisor
Continue work on identification and removal of barriers and wherever possible work with community groups to provide input on services	Divisions/ EE/Multiculturalism Advisor
Encourage new supervisors/ managers to include and participate in diversity/anti-racism training in building their competencies (in-house, ELS or other)	Managers
New employees attend ministry one day orientation session	Managers
Incorporate reference to multiculturalism legislation in the contract negotiations guidelines	Executives, EE/Multiculturalism Advisor

B.C. Fisheries, as part of the Ministry of Agriculture, Food and Fisheries, leads the provincial government's efforts to build and sustain diverse and healthy native fish populations and to develop and

diversify the fisheries and aquaculture sector for the benefit of all British Columbians.

The management of fish, their habitats and the fisheries in B.C. is shared and complex. It involves partnerships and consultation among governments, First Nations and communities. The ministry strives to create a work environment that welcomes values and respects the diversity of the communities it serves.

EXECUTIVE SUMMARY

B.C. Fisheries continues to carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The agency continues its' commitment to maintaining effective communication strategies that foster understanding and cooperation with our customers and staff and are inclusive of all cultures of our society. We continue to consult with the public at both the provincial and community level, with articles and advertisements in provincial, community and ethnic news media.

The agency also ensures all legislation and policies produced by the agency are consistent with the principles and objectives of multiculturalism.

B.C. Fisheries has made a clear commitment to consult with aboriginal communities, organizations and governments on matters related to fisheries in order that our policies and programs reflect their diverse interests.

The Performance Plan includes values and principles that the agency has committed to follow in its management of fish, habitats and fisheries.

Values

Fair and equitable – adopting a leadership role in the decision-making process that recognizes a diversity of views and values

Responsive- to the needs of staff, fisheries sector groups and communities in a timely and courteous manner

Co-operative – promoting teamwork, good working relationships, and effective partnerships with and co-operation among all orders of government, First nations, fisheries sector groups and communities.

Principles

First Nations Rights – recognizing and respecting the aboriginal and treaty rights of First Nations

The Performance Plan also includes objectives and strategies to maintain an effective organization by continuing to enhance staff skills, knowledge and abilities:

- *Develop a workplace that provides opportunities for all, including persons with disabilities, aboriginal persons, visible minorities and women.*

One of the priority objectives is to further develop "cooperative relationships and informed decision-making". We recognize that the success of Agency programs is influenced by shared knowledge and understanding of fisheries resource issues amongst the public, First Nations and other governments. B.C. Fisheries supplements its direct role in fisheries management through effective partnering with communities, First Nations, stakeholder groups, and other agencies. The Strategic Plan identifies the following relevant key strategies to help us meet the above objective. Each has a multicultural component:

- Promote and implement policies based on feedback from regional / community input
- Support treaty negotiations with First Nations.
- Explore mechanism to incorporate local and First Nations' traditional knowledge into decision-making.
- Inform, educate and consult about fish, fisheries management, aquatic eco-systems values and stewardship.
- Enhance community involvement, including that of First Nations; in land and resource planning and decisions in order to diversify local economies.

- Coordinate ministry response and liaise with other organizations in support of communities and individuals affected by the cyclical and structural changes to the fishery.

The Deputy Minister appointed the Director of Sustainable Economic Development as the Executive Sponsor for Employment Equity and Multiculturalism, and the Director reports to the Deputy Minister in this capacity.

The Employment Equity and Multiculturalism Advisor / Ministry of Transportation is contracted to provide employment equity and multiculturalism services to B.C. Fisheries. The Advisor coordinates the annual report for multiculturalism and represents the Agency on the Inter-Ministerial Multiculturalism Committee. The Advisor also develops and implements multicultural initiatives related to education and awareness, and the integration of multicultural issues into training and orientation.

Branches incorporate the principles and objectives in their delivery of programs. B.C. Fisheries has made a strong commitment to working with communities, including First Nations communities, to develop vehicles for more direct community participation in fisheries decision-making, in order that the diversity of interests in communities are reflected in such decisions.

Fish-related activities, such as angling, seafood harvesting, or watching the annual pilgrimage of returning salmon, are a significant aspect of life in B.C. Salmon and other species play an important role in the culture of First Nations history and traditions. This importance is enshrined in the allowance for First Nations harvest for food, ceremonial and cultural reasons.

B.C. Fisheries had 171 FTE's in its organization during this period.

HIGHLIGHTS

B.C. Fisheries strives to be culturally diverse. The agency continues to promote effective communication strategies that foster understanding and cooperation, and are inclusive of all cultures. To this end, the agency plans all include public consultation. General practice is to contact the local community media and work with project communications consultants to prepare written and verbal messages to the public. The agency objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry and place of origin to support the individual needs of our diverse workforce and customers. The agency continues to invite staff and community input and participation on agency businesses and projects.

It is common practice to consider the intent and spirit of multiculturalism / employment equity initiatives in the development and implementation of all communication activities, including publications, advertising and media relations.

B.C. Fisheries managers ensure that all policies and legislation developed are consistent with the principles of multiculturalism and written in plain language wherever possible.

The ministry provides materials and opportunities for public education with regard to resource stewardship, cultural awareness and resource allocation.

Two agency representatives participated in the Working Forum on Multiculturalism held at Dunsmuir Lodge in September 2000.

Posters and calendars were circulated internally throughout the year (for occasions such as the International Day for the Elimination of Racism, National Aboriginal Day, and Multiculturalism Week) to increase awareness and understanding of cultural diversity and multicultural events.

Information bulletins and press releases reflecting the commitment to multiculturalism are made available to staff, media and clients. Of particular interest are those reflecting the fundamental Agency belief that First Nations, communities, and stakeholders must be given an effective role in influencing major fisheries policy and fisheries management decisions.

The Multiculturalism Advisor also maintains and promotes library resources consisting of videos, pamphlets, posters, directories, and a calendar of events on a variety of related topics.

STAFF TRAINING AND DEVELOPMENT

The integration of multicultural content into skill building is intended to ensure that respect for cultural diversity becomes a guiding principle.

Agency employees are required to attend the government's mandatory half-day course: Discrimination and Harassment Awareness training.

Staff attended Employment Equity/ Multicultural training sessions such as:

- Culturally Responsive Service Delivery
- Reasonable Accommodation Training
- Valuing and Welcoming Diversity
- Aboriginal Cultural Awareness
- Staffing in the Public Service – training to participate on selection panels – encouraging attendance of designated group participants.

All Multicultural / Employment Equity related training events / information sessions are promoted for attendance throughout the ministry.

REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

While developing and delivering policies, programs and services for British Columbians B.C. Fisheries considers multiculturalism and diversity as one of the many important issues to consider. It strives to ensure its programs and services are culturally responsive and are written in plain English wherever possible.

WORKING WITH COMMUNITIES

West Coast Vancouver Island Regional Aquatic Management Board

B.C. and Canada have agreed to pilot regional fisheries management boards in the province, including the West Coast Vancouver Island Regional Management Board (WCVI RMB) proposed by the Nuu-chah-nulth Tribal Council (NTC). Negotiations are under way between B.C. Fisheries, NTC, the Department of Fisheries and Oceans, the Regional Aquatic Management Society (a regional stakeholder group) and other interested stakeholders. Negotiations will determine the objectives, responsibilities and structure of the WCVI RMB. Consultations are taking place with all interested stakeholders. The regional management board initiative is consistent with the B.C. Fisheries' strategic objectives of building and sustaining diverse and healthy fisheries; jobs and communities through shared decision making and enhanced stewardship.

WORKING WITH FIRST NATIONS

Treaty Support

Fish are very important to many B.C. First Nations- this was recognized more than 100 years ago when James Douglas conferred upon certain First Nations on Vancouver Island a treaty right to fish as they had done for centuries past. Today, with the advent of modern treaties, B.C. Fisheries is active in supporting negotiations in the Ministry of Aboriginal Affairs with treaty negotiations. The fisheries component of treaty negotiations is dealt with in fisheries chapters. Typically, a fisheries chapter will provide for a treaty entitlement of fish to enable the First Nation to satisfy its food, social and Economic needs.

Regional support

Many of B.C. Fisheries activities, especially licensing, have the potential to infringe on aboriginal rights or titles. In order to avoid infringement government must conduct meaningful consultation with any affected First Nations.

B.C. Fisheries is committed to co-operative government-to-government relationships with First Nations based on mutual respect and trust.

HUMAN RESOURCES AND THE MULTICULTURALISM ADVISOR

Information is regularly distributed by the Multiculturalism Advisor to B.C. Fisheries to broadcast articles of current interest. The Advisor shares all relevant information releases that are forwarded from Multiculturalism B.C.

B.C. Fisheries purchased twenty 2001 Multi-Faith calendars from the Affiliation of Multicultural Societies and Service Agencies of B.C. These were distributed throughout B.C. Fisheries. The calendar provides insight into the world's major faiths, and as an aid to facilitate the understanding of numerous religious occasions and festivals, which are important to our diverse cultural communities. This calendar's presence throughout offices functions as a constant reminder that the workplace cares about diversity. These calendars also enable managers to be more conscious of employee's religious and cultural backgrounds.

Posters and calendars were circulated internally throughout the year to increase awareness and understanding of cultural diversity and multicultural events. Information and posters were circulated for the International Day for the Elimination of Racism, National Aboriginal Day, and Multiculturalism Week.

The Multicultural Advisor regularly distributes information, attends and supports employees in attending the diversity employee associations such as the Aboriginal Employees Association, the Association for B.C. Government Employees with Disabilities, the Visible Minorities Employee's Association and the Provincial Employees Diversity Association

The Agency encouraged application of under-represented group employees to the government-wide mentoring program in January 2001. One of the goals of this program is the development of designated group employees within government.

The Multicultural Advisor meets on a weekly basis with the Human Resource Advisor for B.C. Fisheries to share information, answer questions and provide information on the incorporation of cultural diversity competencies into the selection process. The advisor shares research on current events of diversity interest, and training products.

ACTIONS FOR 2001/2002

Name and Description of Activity/ Initiative	Department Responsible
Be proactive in addressing controversial issues that involve aboriginal and other multicultural groups through sensitive communications and negotiations.	ADMs and Regional Directors
Using an outreach approach, contact bands and other multicultural organizations to develop innovative ways to involve them in fisheries projects.	Directors
Promote and coordinate activities to raise the profile of multiculturalism to staff	All managers
Ensure staff can access to the B.C. Fisheries Employment Equity Action Plan.	Employment Equity/ Multiculturalism Advisor
Investigate possibility of developing and publishing the Fishing Regulations into other languages with focus on the Lower Mainland	B.C. Fisheries Communications Branch
Promote and present multiculturalism and anti-racism information sessions to ministry employees.	Headquarters and Regions
Encourage front-line staff to participate in "Culturally Responsive Service Delivery" training	All Managers
Multiculturalism Advisor to actively participate in the Inter-Ministry Multicultural Committee.	Employment Equity and Multiculturalism Advisor
Continue to circulate information and resource material throughout B.C. Fisheries to promote awareness. Advise on articles, web-sites and media information concerning all aspects of diversity.	Multiculturalism Advisor and all Managers
Continue to encourage and support staff in attending employee associations meetings such as ABCGED, AEA, BCVMEA, and PEDA.	All Managers
Continue to monitor fairness and equity in ministry programs. Strive to eliminate barriers in policies and procedures that would hinder participation and equal treatment.	All Managers
Promote a workplace where employees treat one another with respect and dignity. Embrace the principles of human rights and the elimination of discrimination and racism.	All Managers
Work towards being representative of the general workforce through fair and equitable hiring practices and promote equality and equity.	Multiculturalism Advisor and Human Resources Branch and all managers
Continue the hiring of auxiliary, coop, Youth Employment Program and students from the under-represented groups.	Multiculturalism Advisor and Human Resources Branch and managers
Advertise position vacancies to an assortment of outreach/advocacy agencies.	Multiculturalism Advisor and Human Resources Branch and managers
Continue to encourage and support Outreach Committees and staff to participate in career and job fairs to present information concerning recruitment in the B.C. Public Service.	Multiculturalism Advisor / Outreach Committees/ Human Resources Branch
Encourage staff from diverse backgrounds to receive training to participate on hiring panels.	Multiculturalism Advisor and all managers
Cultivate understanding and acceptance of cultural diversity among employees.	All Managers
Continue to develop culturally competent services (which include the importance of culture and cross-cultural relations). Continue to look for ways to enhance delivery of services and make recommendation for change as needed.	Multiculturalism Advisor and all managers

1. EXECUTIVE SUMMARY

The Ministry of Forests is committed to: creating a work environment that reflects, respects and values the diversity of British Columbia; providing a workplace that is free of racism, harassment and discrimination; and ensuring that there is equal opportunity for full participation and access to all services within the communities we serve.

The ministry continues to support the premise that equity and multiculturalism issues are intrinsically linked and should not be dealt with as separate entities. Equity, diversity, and multiculturalism goals and initiatives have been incorporated into the ministry's business and strategic plans, as well as the Equity and Diversity Action Plan.

Highlights of actions taken in the 2000/2001 fiscal year to achieve the ministry's multiculturalism goals included a review of the goals and objectives of equity and diversity; and the development of a three year strategic plan focussing on communication, education, and accountability.

In the 2000/2001 fiscal year, the Ministry of Forests was assigned 4345 FTEs. The resources of approximately 4 FTEs are expended upon equity and diversity initiatives (two dedicated FTEs, as well as approximately 2 FTEs for provincial and local committee members' time).

2. HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The ministry's Executive remains committed to equity and diversity initiatives. Support was shown in many different ways including, but not limited to:

- Identifying Equity and Diversity as a key initiative within the ministry's 2000/01 business plan;
- No reduction to the equity and diversity resources, although the ministry experienced extensive budgetary cuts;
- Deputy Minister included information about equity and diversity initiatives in his letters to all staff (i.e. new action plans), as well as his expectation for senior management to attain equity and diversity objectives in their respective response centres;
- Executive Sponsor responsible for equity and diversity (raises issues at Executive meetings; co-chairs the EDAC; communicates equity and diversity initiatives to all staff);
- Executive commitment to support a fully active and functional EDAC; and
- Multiculturalism Week campaign that all Assistant Deputy Ministers communicated out on.

Corporate Business Planning and Operations

The ministry has both provincial and local level equity and diversity advisory committees. Compositions of the committees are to replicate the cultural diversity of the province.

The mandate of the Provincial Advisory Committee is to oversee the implementation of the ministry's employment equity and multiculturalism strategies and the integration of the principles of equity and diversity into the day-to-day operations of the ministry. The committee is chaired by the Manager, Human Resources Planning, Development and Diversity and supported by the Assistant Deputy Minister, Management Services Division, and Director of Human Resources.

The local level committees have a similar mandate as the provincial committee, dealing with strategies and issues at the local level. Committee members are also a staff resource and provide information and education to staff in their offices about equity and diversity issues. These committees have contact with their local management teams directly, or through a senior manager representative. Committees are working to ensure that equity and diversity issues are part of the regular local management team meetings.

To ensure equity and diversity is incorporated into the ministry's operations:

- Equity and diversity is included in the ministry's 200/01 business plan;
- Equity and diversity is identified as a core issue in the ministry's Human Resources/Succession planning;

- All regions and divisions are required to submit Equity and Diversity Action Plans that are approved by senior management. Regional/divisional plans are rolled up into the overall ministry plan; and
- Action plans are reviewed on a regular basis and shortfalls are brought to the appropriate manager's attention.

Communications

The Ministry of Forests' on-going commitment to multiculturalism is reflected in its equity and diversity principles, initiatives and its Equity and Diversity Action Plan. This plan is endorsed by Executive and is made available to all staff for review.

The Equity and Diversity Office continues to post and/or distribute information related and sensitive to equity and diversity such as:

- Diversity-related training is communicated to all staff and attendance is encouraged;
- Multi-faith calendars are distributed to all offices;
- Multiculturalism B.C. Events Calendars are distributed to all offices;
- Equity and diversity related websites are distributed to all offices;
- The ministry has an on-line Equity and Diversity Bulletin Board to post training; current issues; ministry initiatives, etc.; and
- Diversity related posters and literature are distributed to all offices.

Other communication initiatives include:

- E-mails from the Deputy Minister, Executive Sponsor and other members of Executive about equity and diversity initiatives;
- Ensuring staff meetings include equity and diversity items on agendas; and
- Ensuring photographs for information materials reflect the cultural diversity of the province.

Policy Planning and Evaluation

The ministry continues to review and evaluate policies, programs and services to ensure they are fair and equitable.

Training and Education

Reduced budgets continue to be a factor in the amount of training the ministry is able to provide. Additional training funds were allocated for 2000/2001. Diversity specific courses attended include:

- Valuing and Welcoming Diversity – 51 employees
- Culturally Responsive Service Delivery – 25 employees
- Cross Cultural Awareness Training – 30 employees
- Discrimination Prevention Workshop – 683 employees
- Reasonable Accommodation – 54 employees

The ministry is dedicated to ensuring that the workplace is discrimination and harassment free. Steps towards achieving this goal include:

- Regularly scheduled Discrimination Prevention Workshops (DPW) in Victoria (first and third Thursday of the month);
- Regional training in DPW is either through ministry training sessions or through Employee Learning Services sessions;
- Ongoing use of Reasonable Accommodation Tracking Form;
- Harmonious Workplace workshop is promoted throughout the ministry; and
- Arranging and hosting Provincial Aboriginal Affairs Workshop in Kamloops Forest Region.

In addition to traditional methods of training, the ministry employs many other formats to promote awareness of multiculturalism and diversity.

Multiculturalism Week:
All offices take part in a variety of Multiculturalism Week activities - from displaying posters and information to hosting lunches, guest speakers and other activities. This year the ministry's theme was Multiculturalism & Biodiversity, More Similar than you Think. The objective was to link multiculturalism to biodiversity in order to bring the message to a more personal level. To begin Multiculturalism Week, the Deputy Minister sent an e-mail . nd poster to all staff detailing the background of Multiculturalism Week, and encouraging all staff to participate in the various activities happening around the province. Subsequent daily messages and posters, offering a forestry term vs a multiculturalism term, were sent by other members of the Executive. Posters were displayed in local offices for the week.

Examples of activities include:

- Forestry Division lunch presentations – guest staff speakers spoke on their travels and experiences in other countries (travels in Greece, cycling trip from Pakistan to China, travel in South America); member of the local equity and diversity committee created a multiculturalism poster that was distributed throughout the ministry;
- Human Resources Branch hosted cultural coffee breaks each afternoon throughout the week;
- Financial Management Branch demonstrated the "Diverse World of FMB" utilizing pins, string and world map which will remain posted in entrance to branch;

- Quesnel Forest District showed videos Class Divided and Courage to Stand; and held a multicultural potluck lunch;
- Chilcotin Forest District held a potluck lunch;
- Merritt Forest District held a cultural awareness day which included a talk on residential school experiences, a talk from "Opie, the Cool Warrier" and a presentation on the cultural/spiritual importance of forest plans in the native communities;
- Penticton Forest District – decorated coffee room, multicultural lunch, and employees dressed in cultural costumes. Also provided a world map on which employees tracked their heritage;
- Lillooet, Clearwater, and Vernon Forest Districts hosted multiculturalism potluck lunches and encouraged the wearing of cultural costumes;
- All districts in Prince George Forest Regional posted information. Potluck lunches were held in some districts, while others held cultural coffee breaks, video shows, and dressed in ethnic clothing;
- Kalum Forest District held a Multicultural potluck with prizes for the most original multicultural costume;
- Bulkley Forest District had a world map and asked employees to identify their place of origin;
- Vancouver Forest Region held potluck lunches for staff and families, featuring foods from own ethnic backgrounds; and
- Kootenay Lake District held a multicultural potluck and posters were hung around Nelson Region.

Elimination of Racism

- Poster campaign across ministry.
- Regions distributed information about Elimination of Racism day.

Aboriginal Awareness Day

- Supported through a poster campaign.
- Individual offices hosted a variety of events including guest speakers.
- Kamloops Region developed Bannock Awareness booklet which contains recipes and first nations history. Over 1500 copies distributed to date.

Diversity Awareness

- EDAC ensures that there is a cultural learning component at all provincial meetings.
- Executive Sponsor; Director, Human Resources; Manager, Human Resources Planning, Development and Diversity; and Manager, Human Resources Operations attended the Multiculturalism B.C. Forum.
- Participation on the Prince George Regional Inter-Ministry Diversity Circle formed to share information regarding E&D.
- Kamloops Region established recognition awards for staff, in each responsibility centre, that promote E&D initiatives in the workplace.
- E&D Office hosted lantern workshop for employees to celebrate Victoria Inter-Cultural Association's Luminara lantern celebration.

Community Outreach

The ministry continues to support organizations through attendance and promotion of attendance of special events and annual general meetings as invited, such as:

- Annual and monthly general meetings of the B.C. Government Employee Associations for Visible Minorities, Association of B.C. Government Employees with Disabilities, as well as the Aboriginal Employees Association;
- Career fairs;
- Sponsorship of the Victoria Inter-Cultural Association's March 21st ad in the *Victoria Times Colonist* supporting the Elimination of Racism;
- Participation on inter-ministry outreach committees (the Director of Human Resources supports the Kootenay and Cariboo Region Outreach committees and the ministry has representatives on all other committees where there is a ministry office); and
- East Kootenay Multicultural Organizational Change Program attended by two representatives from Cranbrook to discuss multicultural programs and initiatives of various organizations and identify barriers within the East Kootenay/Cranbrook areas.

3. THREE YEAR STRATEGIC PLAN

The ministry's goals are to have a work environment that reflects, respects and values the diversity of British Columbia, as well as providing a workplace that is free of racism, harassment and discrimination. This will be achieved when all employees and clients feel welcome regardless of their gender, ancestry, race, ethnicity, religion, place of origin, or cultural heritage.

To ensure this goal is accomplished, the Ministry of Forests is working towards full integration of equity and diversity into all operations.

The ministry's additional strategic objective is to broaden the scope of equity and diversity so that all employees feel they work in an inclusive environment. While continuing its efforts to increase representation rates of the four designated groups, the ministry is working towards integrating diversity initiatives into the ministry's day-to-day business. To this end, the ministry's focus will be on increased communications, education and training initiatives, and accountability.

Objective #1: Communication and Improved Understanding

Demonstrate the ministry's commitment to, and increase understanding of the goals and objectives of equity and diversity.

Strategy:

- Maintain and promote E&D web site which is "Bobby" approved.
- Circulate news clippings and articles relevant to E&D routinely. Information to include new ideas and trends regarding societal change, demographics, multiculturalism and the need for diversity.
- Recruit representative from Communications Branch to EDAC.
- Provide quarterly information bulletin to include articles such as diversity issues and personal interest stories.
- Develop communications tool kit for use by managers and supervisors.
- Via employee survey, establish baseline information.
- Ongoing support for Outreach Committees.

Objective #2: Cultivation of an Enlightened Corporate Culture

Provide the educational tools necessary to allow employees at all levels to make informed decisions relative to equity and diversity.

Strategy:

- Develop comprehensive education/training package to assist managers and supervisors.
- Educate managers on equity and diversity goal requirements.
- Provide progressive training to staff commencing with managers, then supervisors, other employees and panel representatives.
- Include E&D information in orientation package for new employees.
- Identify mandatory courses and time limits for completion and include in personal performance plans.

Objective #3: Advancement of Accountability

Identify measures to ensure management demonstrate their commitment, and provide the leadership for making progress toward equity and diversity goals

Strategy:

- Executive commitment is communicated on a regular basis.
- Managers model appropriate behaviour by demonstrating zero tolerance for behaviours which do not promote a respectful work place.
- Include questions related to E&D in recruitment of managers and supervisors.
- Build accountability into PPRs and job descriptions.
- Build accountability into business plans.
- Review policies and revise as necessary.

4. ANNUAL BUSINESS PLAN

The Ministry of Forests has identified Equity and Diversity as a measure within it's 2001/02 Performance Plans and continues to incorporates multiculturalism goals and objectives into its Equity and Diversity Action Plan.

In order to attain the ministry's performance measure, the following is a partial list of objectives that will be incorporated into the 2001/02 Equity and Diversity Action Plan:

- Nominate/sponsor designated group members to participate in corporate development programs (i.e. executive and management development programs).
- Develop a tool kit of resources and a communication plan about equity and diversity that meets the ministry's objective of ensuring equity is about fairness for all.
- Continue to advocate for mandatory attendance of Welcoming and Valuing Diversity and Reasonable Accommodation for supervisors, managers and anyone involved with recruitment and selection.
- Continue integration of equity and diversity goals into the ministry's strategic and business plans that will make equity and diversity "a way of life".
- Increase communication from the Deputy Minister, Executive Sponsor and senior managers on equity and diversity initiatives and expectations.
- Include questions on E&D in competitions for managers and supervisors.
- Have accountability for equity and diversity goals and objectives built into senior management's job descriptions and performance plans.
- Include standard phrase in competition package advising applicants where to seek evaluation of foreign credentials.
- Update ministry web site for equity and diversity issues, as well as a comment/feedback section.
- E&D representative to meet with new employees to provide information on E&D.

1. EXECUTIVE SUMMARY

While the day to day responsibility for the delivery of health care services lies with the regional health authorities, the Ministry of Health Services and the Ministry of Health Planning continue to

support a wide range of activities that further the goals of the *Multiculturalism Act* of B.C. These activities include initiatives aimed at creating a more representative workforce and a working environment that welcomes diversity. The Ministries have also worked to create awareness amongst staff of their commitment to the principles of multiculturalism and diversity.

The Ministry of Health Services continues to provide many forms of translated health information in a variety of languages including, most recently, the new B.C. HealthGuide Handbook that is being translated into Mandarin and Punjabi. Language translation services are also available for non-English speaking callers to the B.C. HealthGuide NurseLine.

In the area of training, 265 staff participated in the Preventing Discrimination in the Workplace Training in the past year. Diversity training was promoted within the Ministries to support development of competencies.

Amongst a number of health/wellness initiatives that relate to Aboriginal health in the context of multiculturalism was the development and implementation of the Provincial Aboriginal Health Services Strategy (PAHSS). There was also increased Aboriginal community involvement through development of specific working groups focusing on strategic planning activities, Aboriginal health policy tables, rural and remote health services issues, issue specific community networks, and provincial Aboriginal health service review committees.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

Communications

- *Your Health – a better health magazine for B.C. families:* The 2nd Edition (Spring) was produced in Punjabi and Chinese. The pictures throughout the magazine depict a variety of cultural images and the cover was customized to reflect the cultural diversity for each language produced. Additionally, the Nutrition and Food sections of the magazine were modified to include foods relevant to Chinese or Punjabi communities. The publication was distributed as in insert through ethnic media.
- Women's Health Advisory Committee Nominations – were advertised in Chinese and Punjabi media.
- Influenza Strategy – Posters, Fact Sheets and TV/Print Ads for public, health care professionals and emergency response personnel were produced in Punjabi, Chinese and Vietnamese.
- Health Info Line – a translation system is assisting Health Info Line staff to assist callers by having recorded messages translated for assistance in other languages.
- Tobacco Strategy –
  - *Honouring Our Health, an Aboriginal Tobacco Strategy for British Columbia* is the first of its kind in Canada. With direct input and participation from B.C.'s Aboriginal community this strategy document was developed to protect and promote the health and well being of Aboriginal people and their traditions. The document was provided to approximately 350 Aboriginal community and health care centres throughout B.C.
  - Supported the Honouring Our Health Challenge, providing specialized training, resources and supportive networks for Aboriginal community leaders to help raise awareness of tobacco misuse vs. traditional use by linking awareness to cultural activities.

Corporate Programs

Actions to create a more representative workforce:

- Approval from the Human Rights Commission to give preference to under-represented designated group members for all auxiliary positions.

Note: In June 2001 the Ministry of Health Services and the Ministry of Health Planning were created, replacing the former Ministry of Health and Ministry Responsible for Seniors. This annual report will speak to activities undertaken by the Ministry of Health in 2000/01. The three year Strategic Plan and Business Plan identifies goals, objectives and activities for the Ministries of Health Services and Health Planning.

- Outreach Recruitment - out-of-service job postings were distributed to agencies providing employment services to designated group members to increase the diversity of the applicant pool.
- Participated in seven Career Fairs to encourage applications from diverse candidates.
- Supported and chaired the Kamloops Outreach Recruitment Committee.

Managing Diversity: To encourage the development of competencies in managing a diverse workforce:

- diversity competency statements have been developed for inclusion in job descriptions for mangers, supervisors, human resources advisors and front line service delivery staff;
- the recruitment and selection process for managers and supervisors included questions related to diversity knowledge and skills as part of the assessment process;
- diversity training was promoted within the ministry to support development of competencies.

Diversity Training:

- Preventing Discrimination in the Workplace Training –
- 23 ministry dedicated workshops were provided
- 2 new facilitators were trained
- 265 staff participated
- Aboriginal Cultural Awareness: 7 staff attended
- Culturally Responsive Service Delivery: 5 staff attended
- Reasonable Accommodation: 2 staff attended
- Updated the "Staffing in the Public Service" training course to include a section regarding integrating employment equity into recruitment practices

Creating a Welcoming Work Environment:

- Developed a mandatory orientation for new employees that includes in both the handbook and presentation the Ministries' commitment to the principles of multiculturalism and diversity.
- Developed "Reasonable Accommodation Guidelines for Managers", and an Accommodation Request Form to ensure that all work-related needs associated with the protected grounds in the Human Rights Code are accommodated.
- Participation was supported for attendance at meetings and events held by Employee Associations supporting designated groups.
- Designated group members were encouraged to participate in the mentoring program

MSP/Pharmacare

- Encouraged front line staff to familiarize themselves with the options and procedures for calling on the services of translators when language or culture complicates communications.
- Ensured that all operations staff had access to the Ministries' translator list.
- Routinely considered multicultural issues when reviewing and updating programs and procedures.
- Achieved the goals of individual work units by being respectful of diversity within the workplace and, in so doing, improved service to the public by gaining insight into multicultural issues that might not otherwise be evident without ongoing internal dialogue.
- Encouraged those staff who do not work directly with the public, but whose decisions ultimately affect service delivery, to bring a cultural lens to any program or policy developed and implemented, and to be sensitive to the cultural diversity and needs of all British Columbians.
- Assisted supervisors in solving multicultural issues in service delivery by continuing to support their attendance at reasonable accommodation courses.
- Supported effective communications among work units and with the public by recognizing the internal diversity among staff having different cultural backgrounds and promoting their awareness of opportunities for attending Better English Skills Training.
- Addressed the need of the lower mainland's multicultural population for registration information and communication of benefits and eligibility by continuing to respond to the issues identified by immigrant and ethnocultural groups.
- Enhanced awareness of multicultural issues which could create barriers to service delivery through supervisor attendance at Equity Group Association presentations.

Office of the Provincial Health Officer:

- The Provincial Health Officer issues annual reports on the health status of British Columbians and inequities that may exist among population groups within the province. In the year 2000, the Provincial Health Officer began to develop a special report on the health and wellbeing of Aboriginal people in British Columbia that will be available in March 2002.

Regional Programs Policy and Strategic Initiatives:

Overview:
The Ministry of Health Services requires through its Requirements for Health Services Plans that health authorities carry out an extensive consultation and

review process with communities as part of their health services delivery planning process, including developing a "Population Profile". This profile must consider demographic indicators respecting those population groups known to have lower health status or who experience barriers to the health care they require.

The Ministry of Health Services also requires health authorities to develop separate HIV/AIDS Plans. These plans require health authorities to perform a separate needs assessment considering factors in the region, which influence health status and access to health services, including the availability of culturally relevant services.

Specific branch/program activities:

Aboriginal Health:
Health/wellness initiatives/programs carried out by the Aboriginal Health Division which relate to Aboriginal health in the context of multiculturalism, include the following activities:

- Developed and implemented the Provincial Aboriginal Health Services Strategy (PAHSS), and increased Aboriginal community involvement through development of specific working groups focusing on strategic planning activities, Aboriginal health policy tables, rural and remote health services issues, issue specific community networks, and provincial Aboriginal health service review committees.
- Supported, developed and implemented the requirement for regional health authority Aboriginal Health Plans to complement the Health Services Planning process and improve relationships between aboriginal communities and health authorities through development of an Aboriginal Governors Working Group to monitor issues and progress.
- Supported, developed and/or implemented issue specific strategies to address Aboriginal population needs and complement broader provincial initiatives, including The Red Road Pathways to Wholeness Aboriginal HIV/AIDS strategy, the Aboriginal Tobacco Reduction Strategy, the Diabetes Strategy, the Aboriginal Mental Health Plan, and Injury Prevention.
- Provided negotiations support to all Treaty Commission Tables, including representation at all Health Discussions, as required;

Office for Seniors:

- The Office for Seniors provides support to the Seniors Advisory Council which represents the diversity of the province's seniors population (including gender balance, geographic representation, First Nations and ethnic representation).
- Representation on Interministry Committee on Multiculturalism, with specific purpose of reducing discrimination and eliminating stereotyping based on ethnic aspects.

Population Health Surveillance and Epidemiology Branch:

- The National Diabetes Surveillance System (NDSS) Project is an F/P/T initiative to improve the surveillance of diabetes and its complications in all provinces and territories in Canada, using health care administrative databases to determine the incidence and prevalence of diabetes. As the First Nations community is at higher risk for diabetes, this initiative includes a National Aboriginal Diabetes Surveillance Project which will focus on the Aboriginal experience with diabetes.

Office for Injury Prevention:

- The Office for Injury Prevention provides program funding to support regional injury prevention initiatives. First nations (from rural areas in particular) and certain ethnic groups (from the lower mainland) are expected to be included in these programs.

Consumer Health Education Programs:

- The B.C. HealthGuide Handbook is being translated into Mandarin and Punjabi.
- Language translation services are available for non-English speaking callers to the B.C. HealthGuide NurseLine.

HIV/AIDS Division:

- Through grants, supported several organizations that work with specific ethno-cultural communities. A number of them are also producing translated pamphlets.
- Constantly sought Aboriginal representation, input, and participation in reviewing Health Authority 3-Year HIV/AIDS Plans.
- HIV/AIDS-related epidemiology was constantly analyzed to ensure Division programs are achieving what they are supposed to with respect to various population groups, including Aboriginal peoples, Asians, Blacks, men who have sex with men, injection drug users, women, etc.
- Provided funding contracts to the Immigrant Services Society of British Columbia, Asian Society for the Intervention of AIDS, National Congress of Black Women, The Positive Women's Network, and the World AIDS Group.

Community Care Facilities Branch:

- Identified possible adverse effects on culturally diverse communities as one of the factors in the development of the Child Care and Residential Care Annual Regulatory Plans.
- Applied the requirement for approval of Early Childhood Educator training programs which states: "There is recognition of and sensitivity to the multicultural and multilingual society in which we live. Program content, instructional methods and instruc-

tional materials ensure a positive regard for multicultural and multilingual issues. A multicultural perspective is incorporated into all program and course components."

Prevention and Health Promotion Strategies:

Cardiovascular Disease Prevention Unit:

- Co-funded English as a Second Language Heart Smart teaching resource called "HeartSmart Living: your guide to a healthy happy heart"

Nutrition:

- Offered Dial a Dietitian services, a free nutrition hotline, staffed by registered dietitian/ nutritionists, and funded by the Ministry of Health Services, in Punjabi, Cantonese and Mandarin.
- Conducted the 2000 federal government's national nutrition survey in Punjabi and Chinese, as well as in English.

Women's Health Bureau:

- Consulted with culturally diverse communities around a teen health handbook that is in the process of being drafted and produced.

Regional Programs Accountability:

- Maintained the Health Files program, including numerous translations of public and preventive health fact sheets on child and adult immunizations.
- Provided new translations (into Chinese, Punjabi, Vietnamese and Spanish) of Health Files: #12a (Why Seniors should get flu vaccinations), #12b (Influenza – the Flu), and #25c (Hepatitis B Infant Program);
- Updated Health File # 14a (Measles, Mumps & Rubella) and #25a (Hepatitis B) in same four languages.

Tobacco Reduction and Control Branch:

- Produced educational materials about tobacco legislation for retailers, warning signs about the hazards of tobacco for consumers, and other literature in Chinese, Punjabi and French. Heart Smart Kids K-3 program for children grades K – 12 is available in both English and French. The B.C. Youth Tobacco Attack Team, a Minister's advisory group, was selected taking into account gender balance, geographic representation, and Aboriginal and ethnic representation.

3. THREE-YEAR STRATEGIC PLAN

Multiculturalism Goals for the Ministry of Health Services and the Ministry of Health Planning:

a) To recognize that the diversity of British Columbians, as regards cultural heritage, religion, ethnicity, ancestry and place of origin, is a fundamental characteristic of the society of British Columbia and that this diversity enriches the lives of all British Columbians.

b) To be sensitive and responsive to our multicultural diversity in the development and delivery of all health services.

c) To be respectful of British Columbians' varying multicultural heritage, to acknowledge our inter-relatedness, and to provide services in a manner which maintains personal dignity;

d) To promote harmony, cross-cultural understanding and the development of a diverse community that is united and at peace with itself;

e) To work with other government ministries and health agencies to foster the creation of a society wherein any impediments to the full and free participation of all British Columbians in the health care system are removed;

f) To foster an effective and efficient health service system that provides equitable access to appropriate services.

4. ANNUAL BUSINESS PLAN

Major Initiatives, Timelines, Outcomes and Area of Responsibility for 2001/2002:

Executive Leadership:

- By 2002/2003, the Ministry of Health Planning will incorporate vision/mission and values statements that support the goals of the Multiculturalism Act, including respect, inclusion, and serving the cultural diversity of the province, into the Ministries' business plan, performance plan and annual report.

  The outcome(s) of this action will be:

  - Increased visibility of the Ministry of Health Service's and the Ministry of Health Planning's support for multiculturalism and for serving the culturally diverse population of British Columbia;
  - Staff awareness of the mission and goals of the Ministry of Health Services and the Ministry of Health Planning and the Ministry of Community, Aboriginal and Women's Services.

- By 2002/2003 the Ministry of Health Planning will include multiculturalism goals and objectives in the Ministries' strategic and business plan in order to recognize, support and incorporate the goals of the Multiculturalism Act.

  The outcome(s) of this action will be:

  - Increased accountability for the implementation of multiculturalism goals and objectives;
  - All staff will benefit in achieving the goals of their individual work units by being respectful of diversity within the workplace and, in so doing, continue to improve their service to the public through added insight into multicultural issues that otherwise

might not be evident without ongoing internal dialogue.

Communications:

- By 2002/2003 the Ministry of Health Services and the Ministry of Health Planning will ensure that they work with different ethno-specific media & community organizations on an ongoing basis to promote access to its programs, services, employment and business opportunities.

  The outcome(s) of the action will be:

- Increased communication with the Ministry of Community, Aboriginal and Women's Services Ethnic Media Relations Coordinator;
- Identification and response to the special Medical Services Plan (MSP) registration and information needs of new immigrant and ethnocultural groups through MSP's consultative liaison with these groups;
- Management support for effective communications among work units and with the public by recognizing the internal diversity among staff having different cultural backgrounds and promoting their awareness of opportunities for attending Better English Skills Training.

Resource Management:

- By 2002/2003 the Human Resources Division will ensure that the Ministry of Health Services and Ministry of Health Planning further inclusion by identifying and removing barriers that prevent the participation of members of ethno-cultural communities.

  The outcome(s) of this activity will be:

- Increased participation in career development programs;
- Provision of advice on issues related to multiculturalism through Employment Equity initiatives;
- Discrimination and harassment training, and valuing diversity training with a focus on managers and supervisors;
- Supervisors' attendance of reasonable accommodation courses to address multicultural issues in service delivery.

Policies, Programs and Services:

- By 2002/2003 Medical Services Plan/Pharmacare will ensure that their products, policies and procedures are sensitive to the cultural diversity of the province.
- By 2002/2003 the Ministry of Health Services and the Ministry of Health Planning will provide opportunities, such as cultural awareness workshops, to increase staff's cultural awareness and sensitivity.

  The outcomes of this action will be:

- Informational sessions for new immigrants and ethnocultural groups, primarily in the lower mainland, to explain MSP benefits, registration and eligibility;
- Increased translation services through expansion of the number of translators;
- Policy staff awareness of and compliance with the policy document, Multicultural Assessment for Cabinet Submissions;
- Application of a cultural lens to any program or policy developed by staff whose decisions ultimately affect service delivery;
- Staff sensitivity as to how their decisions ultimately affect delivery of services to British Columbians with diverse needs;
- Routine consideration of multicultural issues by all staff when reviewing and updating programs and procedures.

Evaluation:

- By 2002/2003 the Human Resources Division will ensure that the training needs of staff in serving a culturally diverse province are assessed and delivered on a regular basis.

  The outcome of this action will be:

- Access by all Ministry of Health Services and Ministry of Health Planning employees to multiculturalism and diversity-related training through Employee Learning Services;
- Regular assessment of staff training needs in serving a culturally diverse province.

1. EXECUTIVE SUMMARY

The Ministry of Human Resources made significant gains in eliminating barriers to service for disadvantaged client groups during 2000–2001. Innovations in service included:

- Taking service to the community instead of expecting all clients to access services through district offices. Examples of this outreach activity are seen in the new liaison functions of financial assistance workers who visit the Portland Hotel, She-Way (home for single pregnant women), Immigrant Services Society, ethnocultural agencies and remand centres to take applications for B.C. Benefits;
- Partnerships with stakeholder societies/agencies in the delivery of service to groups who traditionally experience barriers in accessing services. An example of this service model is the partnership between the ministry and a society in Prince George that connects persons with mental disabilities to the job market: clients visit the drop in centre rather than travelling to ministry offices; and
- Design of special services within the ministry to ensure better access to service. During 2000-2001, offices have been set up that provide specialized services to clients who are in receipt of Disability Benefits living allowances.

The ministry made vigorous efforts to build a work environment free of discrimination in which the dignity of each person is respected. By December 31, 2000, 60 percent of all managers and supervisors in the ministry had attended both the two-day workshop, *Welcoming and Valuing Diversity*, and the one-day workshop, *Reasonable Accommodation*. In addition, 73 percent of all employees in the ministry had attended the half-day workshop, *Prevention of Discrimination*.

The ministry is proud to have participated in the design of the Multiculturalism and Immigration B.C. course, Leadership in Diversity and expressed its commitment to multiculturalism by enrolling four of its employees in this course at Royal Roads University.

The Ministry of Human Resources is well along the road to reflecting diversity in the composition of its workforce to better serve the people of British Columbia. The Ministry of Human Resources was ranked in the top two of all ministries for its gains in becoming representative of the available workforce for the period January 2000-January 2001.

PROGRESS ON 2000–2001 WORKPLAN

Action Stated in 2000-01 Workplan	Completed?	Current Status	Comments
Corporate Mission			
Develop multiculturalism objectives for the ministry's 2001 performance plan	Partial	Objectives developed, but too late for inclusion in the 2001-2002 plan	Will bring forward objectives for the 2002 performance plan
Increase the number of management team and office team meetings which have diversity as a standing agenda item for team meetings	Yes, modified outcome	Regions 1, 2, 3 and 4 have established regional diversity committees with links to the ministry's provincial diversity committee	
Deputy Minister or designate to give high priority to personally addressing a major diversity conference in one of the ministry's regions during 2000-2001	No	All regional conferences put on hold because of restraint	Planning in place in Regions 1, 4 and 8 for diversity conferences at a future date
Diversity Competency Development			
Include the skills, knowledge and abilities in serving a diverse public (diversity competency) in the selection standards for financial assistance workers	Partial	Current interview questions probe for diversity competency	Contract approved to develop diversity competency as part of the competencies for the financial Assistance Worker position
Develop assessment tools for human resource managers and supervisors to assess diversity competency of applicants to the financial assistance worker position	No	This will be the second stage of the contract to develop competencies for financial assistance workers	
Develop advanced diversity competencies for financial assistance workers through orientation and training initiatives	No	Contract now approved and work to begin	
Education			
Educate ministry's diversity committee in best practices in anti-racism	Yes	Committee members in the lower mainland attended two-day conference, end racism! activism for the 21st century; also attended Multiculturalism and Immigration B.C. forum featuring anti-racism practitioner, Jane Elliott	
Pilot anti-racism training for supervisors in at least one lower mainland region (Fraser Valley)	Yes	All supervisors in Region 3 attended one day training provided through the Hastings Institute	
Complete discrimination prevention training for all employees by December 31, 2000	Partial	73 percent of all employees trained by March 31, 2001	
Offer video-conferenced orientation on multiculturalism to all new employees outside the lower mainland	Modified objective	Manager for diversity made presentations on diversity issues to regional management teams in Kelowna, Fraser Valley and Surrey	
Provide resources to hold at least one major diversity conference during fiscal 2000-2001 in one of the ministry's regions	No	Conferences on hold because of fiscal restraint; 2 regions participated in inter-ministry multiculturalism committees to generate combined interministry events and initiatives	
The Diversity Program will support the attendance of diversity committee members at regional diversity conferences	No	Conferences were put on hold	
The ministry's Diversity Program will pay registration fees for managers/supervisors to attend employee learning services courses, Welcoming and Valuing Diversity, Culturally Responsive Service Delivery and Reasonable Accommodation	Yes	60 percent of all managers and supervisors have attended both Welcoming and Valuing Diversity and Reasonable Accommodation	

PROGRESS ON 2000–2001 WORKPLAN, CONT.

Action Stated in 2000-01 Workplan	Completed?	Current Status	Comments
Education, cont.			
Provide multiculturalism orientation sessions for information contact persons (diversity contact persons in each ministry office), develop resource library for team meetings, including a video bank for each region	Partial	Manager for diversity met with local diversity committees in the Fraser Valley and, Vancouver regions; videos relating to diversity ordered into the ministry's library for distribution to regions; Vancouver region has its own video bank	
Partner with employee associations to hold forums to generate solutions/best practices in creating an environment which is free of racism and discrimination	Yes	Diversity Program supported the Public Employees Diversity Alliance forum in Victoria	
The ministry will support at least two aboriginal awareness workshops for field staff this fiscal	Yes	Modified objective to purchasing seats for employees in the sessions on aboriginal awareness offered through Employee Learning Services	
The ministry will participate in the Multiculturalism B.C. working committee Leadership in Diversity course to develop an executive level course in multiculturalism for delivery by Royal Roads University	Yes	MHR enrolled four managers in the	Exceeded objective
Culturally Responsive Service Delivery			
The ministry will conduct a pilot project in Region 4 (Surrey/Delta/Cloverdale) in which financial assistance workers will do intake at community agencies rather than at ministry offices	Yes	Many regions now take service into the community rather than expecting clients to come to offices. There are now liaison financial assistance workers in different parts of the province who visit ethnocultural and immigrant service agencies and transition shelters/homes to take applications. All regions also have specialized offices or intake workers to address the needs of clients with disabilities.	
The ministry will continue offering the written exam for the financial assistance worker position in community agencies in the lower mainland regions.	Yes	Exams have been written at the United Chinese Community Enrichment Services Society, Progressive Intercultural Community Services Society and Immigrant Services Society. This practice will continue.	
The ministry will participate in the Visions for the Future conferences with the goal of providing better labour market attachment opportunities for aboriginal youth.	Yes	The ministry participated in aboriginal career fairs in Squamish, Mission and Williams Lake this past year.	
The ministry will dedicate a public service training placement to a pilot study of service quality from a multiculturalism perspective in Region 4 (Surrey/Delta/Cloverdale region)	Yes	Six month survey included visits to ethno-cultural agencies in the region to collect feedback on service quality	
The ministry will pilot the use of service-user suggestion boxes in employment and benefits centres	Yes	A large number of centres invite feedback through suggestion boxes	
The ministry will contract with an expert to assist staff to deliver culturally responsive services in Region 1 (Vancouver)	Yes	The first stage of conducting training sessions to teach ministry staff how to hold focus groups with stakeholder groups has been completed	

UPDATE ON THREE YEAR STRATEGIC PLAN FOR MULTICULTURALISM

GOAL	ACTIONS	TIMEFRAME	OUTCOME	COMMENTS
1. EXECUTIVE LEADERSHIP				
Include multiculturalism as a strategic objective in the ministry's performance plan	Executive to approve multiculturalism objectives in next performance plan	2001-2002	Multiculturalism objectives to be included in 2002-2003 performance plan	
Ensure that diversity of representation is visible at all levels of the ministry	State a preference for qualified designated group applicants (aboriginals, persons with disabilities, persons in a visible minority) on all out-of-service regular management level postings	2001-2002	Preference was stated on some positions (e.g. director of human resources), but will be implemented on a case by case basis	The ministry was rated in the top two of all ministries in achieving diversity of representation in its regular and auxiliary workforce in the period January 2000-January 2001
2. COMMUNICATIONS				
All communications respond to the needs of the cultural diversity of British Columbia and promote the goals and objectives of the *Multiculturalism Act*	-Communications Division to include ethnocultural media in its communications plan for any major news releases -Key documents for the public will be published in high demand languages -Use the ministry's newsletter, *Connections*, to promote multiculturalism -Use the ministry's electronic bulletin board on diversity to promote multiculturalism -Include the ministry's diversity policy in the orientation materials for all new employees	Ongoing	Communications Division has contracts in place to ensure important announcements appear in major ethnocultural media Coverage of multiculturalism week events has been forwarded to the editor of the newsletter A diversity calendar has been published to the ministry's intranet site The ministry's diversity policy is now on the ministry's intranet site	
3. RESOURCE MANAGEMENT				
Resources and operations are managed to support the goals and objectives of the *Multiculturalism Act*	-Mandatory training for all staff in prevention of discrimination training within the first six months of employment -Maintain .5 FTE dedicated to support of multiculturalism programs -Maintain $54,000 program dollars dedicated to implementation of multiculturalism -Maintain support for the activities of the provincial diversity committee	2000-2003	As of March 31, 2001, 73 percent of all ministry staff had attended the half day workshop, Prevention of Discrimination -.5 FTE to manage multiculturalism programs has been enhanced with .25 FTE administrative support Budget for multiculturalism was reduced to $27,000 during 2000 with some flexibility to do contracts outside of this allocation The provincial diversity committee met once during 2000	Regions 1, 2, 3 and 4 (lower mainland) now have regional diversity committees in place

UPDATE ON THREE YEAR STRATEGIC PLAN FOR MULTICULTURALISM, CONT.

GOAL	ACTIONS	TIMEFRAME	OUTCOME	COMMENTS
4. POLICIES, PROGRAMS AND SERVICES				
Ensure all existing and new legislation and policies have no discriminatory impact on the diverse communities of our province	-Policy branches will circulate initial draft of any policy which has the potential to impact individuals or families differently on the basis of place of origin, ancestry, race, cultural heritage, religion or ethnicity to manager for diversity for adverse effect analysis -Policy branches will consult with ethnocultural community agencies where appropriate -Ministry will use the Multiculturalism B.C. assessment guide for Cabinet submissions to determine impact of policies because of cultural differences	2001-2003	The words "Christmas Bonus" on the December income assistance cheque have been identified as discriminatory. Action to change the wording will be part of the 2001-2002 multiculturalism Workplan	
Translation and interpretive services will be used as required to deliver culturally responsive programs and services to communities served	-Maintain funding for interpretive services in the regions -Support videoconferenced interpretive services as required for centres without access to professional agencies	Ongoing	Contract with MOSAIC continues No requests for videoconferenced interpretive services during 2000	
Hire culturally competent staff to provide service to a culturally diverse population	-Develop assessment tools for human resource managers and supervisors to assess diversity competency during the selection process for new financial assistance workers	2000-2001	Contract to develop competencies and assessment tools is now approved	
Develop advanced diversity competencies for staff providing direct service to the public	-Begin by developing diversity competencies for financial assistance workers during 2000-2001 -Include diversity competencies in the selection standards for financial assistance worker positions -Extend diversity competency development to management positions during 2002-2003	2000-2003	Competency development for financial assistance workers was delayed till 2001-2002	
5. EVALUATION				
Evaluate executive members' performance for achieving diversity outcomes	The Deputy Minister will include diversity competencies in reviewing the performance of executive council members=	2001-2003	The Deputy Minister supports development of diversity competencies for the executive council members	
Develop methods to assess the ministry's capacity to deliver culturally responsive services	Vancouver Region will continue to invite feedback from its community advisory board Surrey/Delta/Cloverdale Region will conduct a study of service quality from a multiculturalism perspective		Six month public service training placement undertook visits to survey ethnocultural agencies in the region	Vancouver Region has surveyed clients in the waiting areas of offices on quality of service issues Results of both surveys are being shared in the respective regions and will then be distributed to members of the provincial diversity committee

INFORMATION, SCIENCE AND TECHNOLOGY AGENCY

1. EXECUTIVE SUMMARY

The Information, Science and Technology Agency (ISTA) is pleased to submit its second annual Multiculturalism Report for the year 2000–2001.

ISTA is the largest central agency within the government of British Columbia. Established in 1995 with government's approval of the Electronic Highway Accord, initial focus was the management of government's information, network access and telecommunications, and corporate initiatives. Over the next three years, additional functions were added:

- Records Management,
- Freedom of Information and Protection of Privacy,
- IT services,
- B.C. Archives,
- Enquiry BC; and
- Science and Technology programs.

ISTA is government's lead agency for transforming B.C. into a knowledge-based economy. ISTA leads government efforts to:

- Strengthen the economy through the development and application of technology;
- Connect British Columbia through universal, affordable access to networks and the services delivered over those networks;
- Transform government programs and service delivery through better management and use of information and technology.

ISTA does this by:

- Facilitating, in collaboration, the development of the high tech sector through strategies, policies and support;
- Enabling electronic delivery of government business;
- Establishing strategies, policies and standards for government IM/IT management and managing the delivery of corporate IM/IT services.

During 2000/2001, ISTA had 590 FTE's.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

ISTA's values that represent corporate and individual behaviours and define Agency employees' interactions with clients, suppliers and each other, include:

- Treating all individuals with fairness, dignity and respect;
- Believing in teamwork and good working relationships;
- Promoting strong partnerships and open communications; and
- Promoting equity, diversity and multicultural programs and initiatives.

ISTA is committed to the principles stated in the *Multiculturalism Act*. ISTA's own policy (September 1998) includes principles that reinforce its commitment to creating a work environment that values and reflects British Columbia's diversity. ISTA's corporate support for multiculturalism is reflected in both employment equity initiatives and the expectation that employees act in a way which demonstrates respect for all individuals regardless of ethnicity, gender or ability. Employee responsibilities at all levels of the organization are outlined in ISTA's policy.

ISTA develops an annual corporate equity and diversity plan that includes multicultural components. An Equity and Diversity committee has been created and members participate in the development and evaluation of separate employment equity and multicultural action plans. The Equity and Diversity Committee works with the Agency Staffing Committee and IT Staffing Project Steering Committee to achieve ISTA's objectives.

The multiculturalism report, as well as equity and diversity action plans and progress reports are available to all employees through the ISTA Intranet. Communications about current equity issues, workforce profiles, mentoring programs, education and awareness training sessions, intercultural and employee association meetings

are circulated through e-mail and stored on the Intranet for employees to view. Educational posters and brochures are posted throughout ISTA work sites.

Human resource practices and processes within ISTA continue to be reviewed and refined to encourage recruitment, retention and recognition of a diverse and multicultural organization. The Equity and Diversity Advisor and Human Resources Managers work closely together to ensure consistent equity policies and procedures are adhered to. The Equity and Diversity Advisor and ISTA executive team meet as the ISTA executive level Staffing Committee to review and approve all staffing actions within ISTA.

Videos promoting multiculturalism, such as *The Right to Belong* video, have been shown at several employee meetings throughout ISTA. During Multiculturalism week, displays were set up at all four worksites depicting cultural diversity and the resources available. The Diversity Coordinator sent out several advisory e-mails to employees regarding multicultural activities and creating awareness. During Multiculturalism Week the Superior St. worksite held an ethnic potluck and cultural performances were held at the Seymour Place worksite.

As of fiscal year end 2000-2001, 38 employees completed awareness training in Discrimination Prevention workshops. Discrimination prevention training is mandatory for all public service employees and as of April 2001, 90% of ISTA employees have completed this training. ISTA's Equity and Diversity Advisor is responsible for ensuring that awareness training is provided on an ongoing basis.

The following table outlines the number of participants and the types of non-IT related training that employees have completed during fiscal 2000-2001.

Course Title	Number of participants
Aboriginal Cultural Awareness	7
Culturally Responsive Service Delivery	23
Discrimination and Harassment	1
Discrimination Prevention Train-the-Trainer	1
Discrimination Prevention Workshop	38
Effective Discipline in the Workplace	23
Fundamentals of Supervision	6
Government Financial Management and Control	5
Labour Relations	2
Managing Government Contracts	3
Reasonable Accommodation	7
Staffing in the Public Service	4
Total	120

3. THREE YEAR STRATEGIC PLAN

During 2000-2001, ISTA established an Equity, Diversity and Multiculturalism Committee with representation from designated groups and each division. The Committee will be reviewing multiculturalism goals and recommending strategies and activities that ISTA will undertake to achieve the goals. The Committee has developed a long-range plan. The Committee is pursuing the following goals and activities.

1. Goal: ISTA demonstrates leadership and accountability in issues related to multiculturalism.

Objective: ISTA's vision and values support the goals of the *Multiculturalism Act*.

Strategies/Activities: ISTA's Performance Plan, Strategic Plan and Business Plan includes explicit language that support multiculturalism goals, including respect, inclusion and serving the cultural diversity of the province.

Objective: Establish mechanisms and processes for involving employees at all levels in achieving multiculturalism outcomes.

Strategies/Activities: Promote multiculturalism through internal networks that may include, and not limited to, committees, links to community and employee associations, electronic messaging and bulletin boards, identifying contact persons.

2. Goal: All communications respond to the needs of the cultural diversity of British Columbia and promote the goals and objectives of the Multiculturalism Act.

Objective: All information documents and materials reflect the cultural diversity of the province.

Strategies/Activities: Information and materials are written in plain language. Images, text, and illustrations are responsive to the province's cultural diversity.

Objective: ISTA connects with different ethno-specific media and community organizations on a regular basis to promote and publicize access to its programs, services, employment and business opportunities.

Strategies/Activities: Attend community events, job fairs, and ethnic fairs. Circulate and post information to employees on ethnic and community events. Corporate communications link with ethno-specific media.

3. Goal: ISTA's resources and operations are managed to support the goals and objectives of the Multiculturalism Act.

Objective: Equity and Diversity Advisor continues to support and coordinate multicultural activities and initiatives and encourage management teams to also participate.

Strategies/Activities: Current financial and human resources will be maintained and not be impacted by reductions in funding or resources.

4. Goal: ISTA's corporate policies, programs and services comply with and support the goals and objectives of the Multiculturalism Act.

Objective: Agency provides culturally responsive services to communities and public.

Strategies/Activities: Public and client communities are involved in development of services and programs.

5. Goals: ISTA's programs, policies, services and operations are evaluated in a manner responsive to the multicultural reality of British Columbia, and meet the goals and objectives of the Multiculturalism Act.

Objective: Agency evaluates with communities served, its programs, services, procedures and products in meeting multiculturalism objectives and serving a culturally diverse province.

Strategies/Activities: The public, community organizations and client groups are involved in a variety of ways to evaluate services and programs.

4. ANNUAL BUSINESS PLAN 2000-2001

The five goals that are outlined in the Strategic Plan above will continue to be pursued throughout the year with various activities as identified by ISTA's Equity, Diversity and Multiculturalism Committee. Below are the five goals and a specific activity that will be undertaken during the 2000-2001 fiscal year. The Committee will develop measurement criteria for each activity. The Committee may recommend to ISTA's Executive Committee to alter, add to, or delete any of the following activities:

1. Goal: ISTA demonstrates leadership and accountability in issues related to multiculturalism.

A cross-Agency committee has been created for advising, overseeing and implementing the Agency's employment equity strategy and integrating the principles of diversity and multiculturalism into the way the Agency conducts its business and relates to the diverse population it serves. Terms will be 18 months for each Committee member. Initial committee chair will be the ISTA Equity and Diversity Advisor.

2. Goal: All communications respond to the needs of the cultural diversity of British Columbia and promote the goals and objectives of the Multiculturalism Act.

The Agency will continue to extend its outreach activities into communities through community events, job fairs, ethnic fairs; and circulate and post community event information to its employees.

3. Goal: ISTA's resources and operations are managed to support the goals and objectives of the Multiculturalism Act.

An Equity, Diversity and Multiculturalism budget ($80,000 including salary) has been established for fiscal 2000-2001. Funding for training and outreach activities are included in the budget. A co-op position will be established to assist with program development in support of diversity and multicultural activities.

4. Goal: ISTA's corporate policies, programs and services comply with and support the goals and objectives of the Multiculturalism Act.

ISTA's outreach program, which includes supporting job fairs, ethnic fairs and community events, will be extended to smaller communities outside the greater Victoria region.

5. Goals: ISTA's programs, policies, services and operations are evaluated in a manner responsive to the multicultural reality of British Columbia, and meet the goals and objectives of the Multiculturalism Act.

Each year, B.C. Archives serves over 13,000 people by on-site visits. The B.C. Archives website exceeds 500,000 visits each year. Feedback from clients through surveys and suggestion forms, including website feedback, will be used to evaluate B.C. Archives services in furthering the goals and objectives of the *Multiculturalism Act*.

1. EXECUTIVE SUMMARY

The mandate of the Ministry of Labour includes regulating and promoting safety, health, fairness and equity in the workplace. In fulfilling this mandate, the ministry supports the appreciation and

understanding of cultural diversity in British Columbia workplaces. In 2000/01, the ministry continued its efforts to ensure that programs and services are sensitive and responsive to British Columbia's multicultural society. The ministry also strives to be a culturally responsive organization that treats individuals with respect, dignity and equality.

The Ministry of Labour's FTE complement of 605 includes 79 FTEs from the Labour Relations Board and 238 FTEs from the Workers' Compensation Review Board and Advisory Services. In addition, the B.C. Gaming Commission has 78 FTEs.

2. EXECUTIVE COMMITMENT

1. The Ministry of Labour welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity. The ministry is committed to a work environment free from discrimination.
2. The Ministry of Labour is committed to ensuring that the workplace continues to be accessible and is representative of the general workforce through fair and equitable hiring practices.
3. The Ministry of Labour strives to deliver its programs and services in a manner that treats everyone fairly, equitably and with respect.
4. The Ministry of Labour supports the appreciation and understanding of cultural diversity in British Columbia workplaces.
5. In the Ministry of Labour, the Assistant Deputy Minister, Labour Programs Division is responsible for promoting multiculturalism in the ministry. The Assistant Deputy Minister reports directly to the Deputy Minister, and is a strong advocate for multiculturalism at the Executive Committee table.

3. CORPORATE BUSINESS PLANNING AND OPERATIONS

The Ministry of Labour recognizes the importance of multiculturalism and a workplace that is accessible and is representative of the general workforce. These issues are always considered in the ministry's corporate business planning and operations. The ministry had two representatives at the 2000 Working Forum on Multiculturalism.

The Ministry of Labour has a strong corporate commitment to client education and to ensuring that all British Columbians receive fair treatment in the workplace. The ministry has made significant and ongoing efforts to provide services and materials in different languages and to structure programs to meet the needs of a diverse client base.

The ministry is continually requesting input from clients and stakeholders as to how it can improve services to its clients.

The Employment Standards Branch (ESB) has met with the main employment agencies that place foreign domestic workers in British Columbia. ESB is working with these agencies as well as the West Coast Domestic Workers' Association to register and educate employers on the requirements of the *Employment Standards Act* and how it relates to domestic workers. ESB also developed an agreement with Human Resources Development Canada on a joint initiative that requires employers bringing domestics to B.C. from overseas to register with ESB as part of the requirements for bringing the domestic into the country. Through this registration process, ESB will also be able to contact domestics and inform them of their rights.

The Act also contains special provisions for farm workers, who are among the lowest paid workers in the province, and who are largely from the Indo-Canadian community. Government had concerns that some employers in this industry were not living up to their obligations under the Act. This is the fifth year that the Ministry of Labour, in cooperation with Human Resources Development Canada, will conduct an

enforcement initiative intended to increase compliance with the Act in this sector. We continue to communicate with farm workers, farmers and farm labour contractors about their rights and responsibilities.

The ministry has established a working committee, chaired by a senior manager, to work with leaders in the Indo-Canadian community to put in place a community-based mechanism to encourage producers and farm labour contractors to increase compliance.

The Minister of Labour, along with the Minister of Advanced Education, Training and Technology, is responsible for the Industry Training and Apprenticeship Commission (ITAC). Under the *Industry Training and Apprenticeship Act*, ITAC's mandate includes increasing the proportion of members of under-represented groups in the trades. In fulfilling this part of its mandate, ITAC strives to make the industry training and apprenticeship system equally accessible to all British Columbians. This includes the four traditional equity groups (Aboriginal people, people with disabilities, women and members of visible minorities), youth (students and the unemployed), older workers and new Canadians with technical skills. ITAC strongly supports the need to integrate equity, diversity and inclusion considerations throughout its strategic planning process, including its budget, programs and priorities, operations and staff training.

ITAC plays a leadership role in the Looking Ahead Initiative, a community-based project to enhance the labour market attachment of immigrants in the Lower Mainland and Fraser Valley. Steering Committee members represent provincial and federal ministries/departments, non-profit organizations, public and private post-secondary trainers, and employers.

In 2000, ITAC implemented a formal survey of apprentices and people seeking trade credentials to identify the number of people from the various under-represented groups. ITAC is using this data to establish benchmarks for its equity and diversity targets.

The ministry supports ITAC in the development of programs that promote the participation of all British Columbians in trade and technology careers. Such programs open up opportunities for everyone. At the same time, they respond to the emerging trade shortages arising as a result of British Columbia's aging workforce.

4. COMMUNICATIONS

The Ministry of Labour promotes its commitment to multiculturalism on a regular basis. Some examples include:

- Including the phrase "The Government of British Columbia is an Equal Opportunity Employer" on stationery for all ministry areas.
- Updating staff on multicultural events taking place around the province (such as Forums, Black History month, etc).
- Distribution of the monthly Multiculturalism B.C. Calendar of Events to all offices.
- Offering staff training and development programs on diversity.
- Ensuring the workplace continues to be accessible and representative of the general workforce through fair and equitable hiring practices.

The ministry serves a broad client base throughout the province. Direct communication to the public occurs primarily at the program level. On a day-to-day basis each program area may be called upon to work with individuals and groups representing that diverse client base. Several program areas routinely make information available in several languages, including Cantonese, Punjabi, Spanish, Vietnamese and Tagalog. The Labour Relations Board provides material outlining the union certification process in French, Chinese and Punjabi.

The Labour Relations Board, the Workers' Compensation Review Board, and the Employment Standards Tribunal all provide and pay for interpreters at hearings for parties who have difficulty speaking or understanding English.

As well, numerous ministry staff have additional language skills and cultural knowledge. The ministry maintains an informal roster of staff who can provide services in different languages. These individuals work across program areas to facilitate service delivery.

5. TRAINING AND EDUCATION

Program Title and Description	Competencies Addressed	Branch/Office	# of Participants
Discrimination Prevention Awareness	Model and promote a work environment that supports the Human Rights Code and equity and diversity policies and procedures.	Ministry wide	22
Aboriginal Cultural Awareness	Provide a brief glimpse into the rich and diverse culture and history of B.C.'s Aboriginal peoples, identify barriers in providing appropriate and equitable services to Aboriginal clients, and recognize strategies to improve understanding and communication with Aboriginal clients for better policy and program development.	Ministry wide	9
Reasonable Accommodation	Knowledge of the duty to accommodate and the conditions under which it is to be considered, ability to respond to requests for accommodation in terms and conditions of employment, and knowledge of the employer obligations and liability.	Ministry wide	4
Culturally Responsive Service Delivery	Deliver government programs and services in a manner that is sensitive and responsive to the multicultural reality of BC, and thereby meeting the requirements of the *Multiculturalism Act*.	Ministry wide	3

6. POLICY, PLANNING AND EVALUATION

The ministry works with stakeholders to ensure policy and program development reflect the diversity of our province and represent the emerging needs of all British Columbians. In the development of legislation and policy, the ministry considers a broad range of social policies. Legislation considered in this process includes the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.

7. STRATEGIC PLAN

The Ministry of Labour will continue to develop and support initiatives designed to meet the needs of British Columbia's diverse population. The ministry recognizes the importance of multiculturalism and a workplace that is both accessible to and representative of the general workforce. In October 1999, the B.C. Human Rights Commission approved the Ministry of Labour's request to give preference for all auxiliary positions to qualified candidates from designated groups (Aboriginal people, members of visible minorities, people with disabilities, and women) at levels where they are under-represented within the ministry. The Commission extended approval of this special program to December 31, 2001.

In 2000/01, the ministry also worked with the Workers' Compensation Review Board (WCRB) on an aggressive employment equity plan to increase the representation of aboriginal people, members of visible minorities, and people with disabilities at the WCRB, and to ensure equal representation of men and women.

8. ANNUAL BUSINESS PLAN

The ministry's Performance Plan for 2001/02 to 2003/04 outlines the ministry's commitment to ensuring fairness and equity in all the ministry undertakings. It also reinforces the ministry's vision of dignity for all employees in the workplace, and it's commitment to valuing its own employees.

1. EXECUTIVE SUMMARY

The mission of the B.C. Liquor Distribution Branch is to be a customer-focused, profitable and socially responsible retailer. Our vision is to be consistently recognized as a truly superior retailer in each of the communities we serve. Through the provision of quality products, services and relationships with customers and stakeholders at every level, we strive for the greatest possible value for our people, customers and stakeholders.

Our business practices focus on four pillars – customer service, social responsibility, workplace quality, and business effectiveness, support the financial goals of the Liquor Distribution Branch. Each and every significant Liquor Distribution Branch initiative is based on one or more of the pillars and demonstrates our commitment to these critical objectives.

We continue to embed Multiculturalism and Employee Diversity within our strategic plan. Our objectives are to understand, enhance and meet the needs of our diverse, multicultural customers and to develop and maintain a highly skilled workforce that mirrors the communities we serve.

Our commitment to developing a highly skilled workforce that is responsive and effective at meeting the diverse needs of customers is demonstrated through the dedication of significant resources to train our staff. During this past year, the Liquor Distribution Branch has spent in excess of $100,000.00 for training and education on diversity and equity issues.

Our Equity and Diversity Advisory Committee promotes diversity as a key business fundamental and continues to provide leadership, guidance and direction to the Branch. Committee members are a resource to our staff and continue to raise awareness and understanding of multiculturalism and diversity.

With 222 stores, two warehouses and a head office, the Liquor Distribution Branch has 2680 full time equivalents with 2017 regulars and 1500 auxiliary employees. The vast majority of our employees work in our stores and serve our retail customers. Those of use who do not directly serve retail customers serve those who do. Our business success depends wholly on our service to diverse retail customers.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

The Liquor Distribution Branch is committed to building a solid foundation to ensure the Branch is well positioned to provide exceptional, equitable and accessible service to its diverse customers and to recruit and retain a qualified, highly skilled and diverse workforce. The following achievements support these objectives:

- Promoted and celebrated Chinese New Years in select stores.
- Developed and displayed a Kosher Wine promotion both in select stores and on our web-site.
- Promoted and celebrated Cinqo de Mayo in stores and on our web-site.
- Promoted and translated the "Spice Up Your Life" promotion series – pairings of food and wines - into Chinese.
- Highlighted and promoted cultural celebrations, festivals and events in our Matters of Taste catalogue available to customers and suppliers.
- Created and distributed a customer service poster titled "Tips for Embracing Multicultural Customer Service" to all our stores.
- Created and translated a brochure on Ice Wines in Japanese and Chinese.
- Customized and delivered a session on Culturally Responsive Service Delivery to 22 store and head office staff.
- Delivered a two day Discrimination Prevention and Intervention Skills course to 60 assistant managers and managers.
- Participated in several community information sessions and job fairs organized by multicultural service agencies.
- Published numerous articles in the internal newsletter on multiculturalism, diversity, culturally responsive customer service and workplace quality.

3. THREE YEAR CORPORATE STRATEGY

The Liquor Distribution Branch has embedded Multiculturalism and Employee Diversity within our Three-Year Corporate Strategy – A Performance Plan for 2001-2004. Highlighted below is our high level objective:

Objective:

Continue to provide enhanced customer service, tailored to meet the needs of the multicultural clientele we serve.

Measure:Market Research
Target: Completed and documented by December 2001

Measure: Articles in ethnic media
Target: 6 per year

Measure: Number of employees trained in multicultural service delivery
Targets: Fiscal 2001-02: 40; Fiscal 2002-03: 80; Fiscal 2003-04: 80

Strategy:

- Conduct market research to determine customer needs in key LDB trading areas.
- Conduct in-store multiculturalism promotions aimed at ethnic community celebrations.
- Review business practices such as Special Occasion Licenses, social responsibility messaging, etc., to identify opportunities to enhance customer service to multicultural groups.
- Incorporate a module on multiculturalism in Principles of Supervision and/or Assistant Manager Development Program.

4. BUSINESS PLAN 2001-2002

The Communications, Retail Services and Human Resources Departments developed the Multiculturalism Annual Business Plan. All departments share implementation for this plan.

Objective:

- Continue to provide enhanced customer service, tailored to meet the needs of the multicultural clientele we serve.
- Enhance, develop and maintain a highly skilled workforce that mirrors the communities we serve.

Benefit:

- Enhanced awareness of market niche needs in order to continuously improve customer service and appropriate product availability.
- Highly skilled workforce that is responsive and effective at meeting the diverse needs of customers.

Measurement:

- Market research completed by December 2001.
- Develop and distribute 6 news release and/or articles to various ethnic media.
- Review business practices such as special occasion licenses, social responsibility messaging etc., to identify opportunities.
- Plan and coordinate store promotions focused on multicultural celebrations/events.
- Deliver multicultural service delivery training.
- Deliver Discrimination Prevention and Intervention course.
- Participate in the development of institutes within the Store Manager Development Program focused on culturally responsive service delivery and the role of the manager in creating and enhancing a respectful work environment.
- Research and explore the opportunity to develop a customized multicultural customer service course in a retail environment. Target audience is staff not enrolled in the Store Management Development Program.
- Participate in job fairs organized by the various multicultural community agencies.
- Focus outreach recruitment strategies to organizations and community agencies that work specifically with ethnic and multicultural populations.
- Continue to publish articles promoting diversity as a business fundamental focused on customer enhancement and workplace quality.

On February 29, 2000, the Government of British Columbia created the Ministry of Multiculturalism and Immigration. The Minister of Multiculturalism also became responsible for the Equal Opportunity

Secretariat, to direct and monitor the progress of employment equity in all government ministries and agencies, Crown corporations and provincially funded sectors such as schools and hospitals.

In addition to ensuring that B.C.'s public sector workforce is representative of the province's diverse population, the ministry also takes a lead role in promoting and implementing the B.C. *Multiculturalism Act* throughout the province. This Act recognizes the multicultural heritage and diversity in our society, promotes cross-cultural understanding and the elimination of racism, and encourages a society that achieves the full participation of all British Columbians in the economic, social, cultural and political life of the province.

The ministry also manages the impact of immigration in the province in order to maximize its social and economic benefits. Effective settlement programs and other strategies are essential to facilitate the integration of immigrants into B.C. society. Provincial input into federal immigration policy and programs has great importance, given that immigration has an impact on several ministries and communities throughout B.C.

There are definite social, cultural and economic benefits of multiculturalism and immigration. Multiculturalism is a "value added" resource in the workplace. It promotes inclusiveness and diversity which enhance an organizations capacity to develop, market and serve British Columbia and world markets.

Another important part of the ministry's work in building a multicultural society is to raise awareness about racism, and the efforts underway by all levels of government and local communities to help eliminate racism in B.C. This will help to ensure a society that is free of racism, where individuals treat each other with respect and dignity and where all British Columbians have equal opportunity to participate in all aspects of life in this province.

EVALUATION OF MINISTRY PROGRAMS AND SERVICES

In February 2001, the Ministry of Multiculturalism and Immigration commissioned the Laurier Institution to undertake a brief, independent study of the ministry's impact in B.C.

The Laurier Institution's research team examined the goals of the ministry and identified key questions with respect to each goal. Ten stakeholder groups were then contacted to provide input. Stakeholders included members of the business community, community groups, other ministries within the B.C. government, Crown corporations and partner groups such as municipalities, healthcare organizations and schools.

The study highlighted the ministry's success in promoting multiculturalism, eliminating racism and supporting immigration in B.C. Respondents indicated they value the work the ministry is doing and believe more services to support multiculturalism and immigration are available than ever before. Many agreed that B.C. is progressing positively in dealing with an increasingly diverse population and that the ministry has played a key role in that progress.

All respondents indicated that they had seen improvements in the provincial public sector with respect to better serving a culturally diverse population. In addition, many felt the ministry played an important role in promoting institutional change within the public sector, including government itself, and educational, health and municipal bodies.

Representatives from other B.C. ministries and Crown corporations commented that they found the ministry's staff knowledgeable and helpful, citing that they appreciated the diversity training programs, keynote speeches and resources developed by the ministry.

Another important finding was the suggestion by many respondents that forming communication and direct liaisons with business, media and other non-direct stakeholders would increase the overall impact of the ministry. Several suggested that it is essential that the

ministry continue a proactive dialogue with business leaders on the benefits of multiculturalism and immigration for B.C.

Language training, orientation (including service-linking) and employment related services were perceived as essential for immigrants to achieve social and economic integration and gain access to services. Respondents also mentioned culture shock training, volunteer opportunities, family counselling and low-cost housing as important services to assist immigrants or refugees in integrating into the community. Figure 1 illustrates services and the priority given by respondents.

The Laurier Report concluded that although changes in attitudes and behaviour are long-term processes and require concerted efforts from all sectors of society, the province is moving in the right direction. In addition, having a division of government responsible for multiculturalism and immigration is essential to promote the vision of "a harmonious society free of racism" and to "maximize the social and economic benefits of immigration."

MINISTRY DIVISIONS—SERVICE HIGHLIGHTS

Multiculturalism BC

Multiculturalism B.C.'s mandate is to administer and implement the goals contained within the Multiculturalism Act of British Columbia, which includes cross-cultural understanding, organizational change, access to opportunities, the elimination of racism and the delivery of culturally responsive services. The division also:

- develops and coordinates the implementation of provincial multiculturalism policies and programs,
- supports the Inter-Ministerial and Crown Corporation Committee on Multiculturalism and the Advisory Council on Multiculturalism,
- works in partnership with public institutions and non-profit organizations to develop and implement initiatives in multiculturalism to better serve the needs of B.C.'s culturally diverse population, and
- addresses racism and promotes cross-cultural understanding through public education programs.

Highlights of Achievements

End Racism Awards – The End Racism Awards were created to recognize outstanding anti-racism initiatives across the province. The 5th annual End Racism Awards were held in Vancouver on March 15, 2001 to commemorate the International Day for the Elimination of Racism. The awards were presented to individuals, businesses and organizations who have shown leadership in working towards the elimination of racism in B.C. communities.

Over 250 participants attended the awards ceremony, which featured keynote speaker Jane Elliott, an internationally renowned anti-racism advocate. Eight awards and two honourable mentions were extended.

Institutional Change Initiatives – Four institutional change programs in Campbell River, Quesnel, Cranbrook and Terrace were supported in 2000/01. The goal of the Institutional Change Program (ICP) is to implement a multi-year plan to improve culturally responsive services and inclusive institutions such as schools, hospitals and police forces. Local partnerships involving government, public institutions and community organizations have been established to oversee these initiatives.

UN International Year of Mobilization Against Racism – Provincial Consultations – In preparation for the UN World Conference Against Racism to be held in South Africa beginning in August 2001, Multiculturalism BC, along with community partners, sponsored community consultations throughout the province. Six regional forums were held in Prince George, Kamloops, Castlegar, Nanaimo, Surrey and Penticton, involving over 300 participants. A provincial conference attended by 140 participants was held March 16, 2001 as part of the ministry's International Day for the Elimination of Racism events, to review issues and confirm recommendations on eliminating racism in B.C.

Advisory Council on Multiculturalism – In June 2000, the Minister appointed a new Advisory Council on Multiculturalism to advise the ministry on issues related to anti-racism and multiculturalism. Multiculturalism BC, which acts as the secretariat to the council, assisted with three council meetings and promoted council recommendations within government.

Multiculturalism Week – February 11-17, 2001 – Multiculturalism Week 2001 was officially proclaimed by the B.C. government to promote the celebration and understanding of multiculturalism and its contributions to the province.

Activities during the week highlighted the ongoing programs and efforts throughout the year, which promote multicultural objectives.

Business Case for Diversity Forum – As part of Multiculturalism Week activities, Multiculturalism B.C. organized the 2nd annual Business Case for Diversity Forum on February 15, 2001. The forum highlighted private sector responses to supporting multiculturalism and diversity in British Columbia. Over 160 people participated in the event, co-sponsored with four corporate partners.

Community Liaison Division

The Community Liaison Division provides a community based focus for the B.C. government's funding programs and initiatives related to cross-cultural understanding, anti-racism and the successful settlement of newcomers. The division works in partnership

with non-profit community organizations, government ministries and private funding bodies to achieve the B.C. government's multicultural objectives.

Key programs and initiatives administered by the ministry through the Community Liaison Division are listed below, with total 2000/01 funding for grants and contributions.

MMI Grants/Contributions 2000/01

B.C. Settlement and Integration Program	
• Information and Support Services	$4,338,000
• Community Bridging Initiatives	640,000
• English Language Services for Adults	21,823,000
• Sectoral Support, Service Coordination	502,000
Heritage Language Program	170,000
B.C. Anti-racism and Multiculturalism Program	1,001,000
Multiculturalism Week/March 21–Day for the Elimination of Racism	70,000
Operational Support	750,000
Institutional Change	242,000
Low Wage Compensation	1,700,000
Total	$31,236,000

Communications Branch

The ministry's Communications Branch works to increase the public's awareness, understanding and support of the social and economic benefits of multiculturalism and immigration to B.C.

The branch provides the news media and public with information and support on the ministry's programs, policies and activities. In addition, Communications provides the Minister and ministry program staff with media relations, event planning and coordination, speechwriting and related communications services and support.

Highlights of Achievements

- Event planning/participation in Chinese New Year activities (February 2001).
- Co-ordination, production, and announcement (including news conference) of Live Violence Free anti-racism radio and television ads, in partnership with the B.C. Association of Broadcasters (March 2001).
- Announcement (including news conference) of new foreign qualifications pilot project with professional engineers and creation of the Foreign Qualifications Support Unit, in co-operation with Citizenship and Immigration Canada (March 2001).
- Event co-ordination, speechwriting and media relations for Multiculturalism Week 2001 (February) and the International Day for the Elimination of Racism 2001 (March 21, 2001)

Equal Opportunity Secretariat

The Equal Opportunity Secretariat (EOS) advocates for employment equity in the public sector, monitors its progress and works with the public sector and communities to meet the changing demands and needs of an increasingly diverse British Columbia.

The work of the EOS helps to ensure that no one is denied an opportunity to compete for government jobs for reasons other than their knowledge, skills and ability.

Highlights of Achievements

Community Partners Program – Community Partners is a four-year, $15 million initiative that provides registered non-profit societies access to capital construction grants, with a maximum award of up to $1 million. The second component is earmarked for non-capital initiatives that promote the themes of multiculturalism and anti-racism, with a maximum award of up to $25,000. Applicants are eligible for up to 50 per cent of total project costs through the Community Partners Program.

The program was announced in February 2001, and in the first few months of operation, almost 200 applications were received totalling more than $33 million.

It is anticipated that community interest in the program will remain high.

B.C.'s Progress on Employment Equity – Government is making steady progress in its implementation of employment equity policies and practices. Significant progress was been made in the hiring of auxiliary employees during 2000-01. Hiring of aboriginals increased by nearly nine per cent, visible minorities by 12 per cent and persons with disabilities by 2.5 per cent.

While some progress has been made, aboriginals, persons with disabilities and visible minorities remain under-represented in the public sector. EOS will continue to work with all of its stakeholders to increase access of equity groups to government policies, programs and services, including access to public sector employment.

Community Support for Employment Equity – Collaborative Vision is one of many initiatives aimed at promoting employment equity within aboriginal communities. Initiated through the assistance of the Partners in Equal Opportunity Fund, the project provides workshops on topics such as resume writing, cover letters and the interview process to aboriginal people interested in public sector employment.

The Collaborative Vision Society—a non-profit, proactive network of aboriginal organizations and government agencies—has organized networking opportunities for human resources managers from government ministries and aboriginal people in the interior of British Columbia.

Equal Opportunity in Business Roundtable – The United Chinese Community Enrichment Services Society (SUCCESS), in partnership with the EOS, has launched the Equal Opportunity in Business Roundtable for senior government officials and business leaders of the major Chinese business associations.

The purpose of the roundtable discussion is to identify the major concerns and issues relating to equal opportunity in business information, government employment, and government purchasing. Topics of discussion include trade assistance, working better with trade associations and strengthening the expertise of roundtable participants. The discussion group also seeks recommendations on creating programs to promote equal access to business information, government employment and purchasing that best reflect the interest of the community.

The first roundtable discussion was held January 21, 2000, followed by two roundtable meetings on February 23 and March 15, 2001, respectively.

MULTICULTURALISM AND IMMIGRATION – GOALS, OBJECTIVES AND STRATEGIES

Goal: To promote multiculturalism and the elimination of racism in B.C. society.

Objective: To reduce racism and discrimination in B.C. society

Strategy:

- Administer anti-racism and multiculturalism funding programs
- Identify, research and present best strategies to eliminate racism
- Promote cross-cultural understanding through public education programs
- Develop and implement an evaluation framework to monitor results and assess the impact of the B.C. Anti-racism and Multiculturalism Program funding

Performance Measures/Target Analysis:
Under the B.C. Anti-racism and Multiculturalism Program (BCAMP), 57 programs were funded to address issues of anti-racism and diversity within the province. The projects were delivered through registered not-for-profit organizations. While the total number of projects was down from the previous year, there was more focus on community building and reaching a wider spectrum in the community. Public education and community building initiatives were targeted at groups such as youth, visible minority women and community service organizations, through printed material, the web, the media, theatre and public forums. Community partners reported behavioural changes in participating communities as part of the ongoing evaluation. Another success indicator was in the partnerships that were built between mainstream, multicultural, immigrant settlement agencies and aboriginal groups.

In preparation for the 2001 UN World Conference Against Racism in South Africa, five regional consultations and a provincial aboriginal consultation were held throughout B.C. A final provincial conference to review issues and confirm recommendations was held on March 16, 2001, as part of the ministry's commemoration of the International Day for the Elimination of Racism. Approximately 500 people participated in the consultations.

The findings and recommendations from the regional and provincial consultations identified the need for Multiculturalism B.C. to assume a leadership role in promoting multiculturalism, cross-cultural understanding and the elimination of racism. Multiculturalism B.C. staff are analyzing the outcomes and recommendations and are developing a framework action plan to be used to guide its business planning and anti-racism work in 2001/02.

These efforts also supported Multiculturalism B.C.'s commitment to assist public institutions in delivering culturally responsive programs and services. The division continued to identify issues, respond to emerging anti-racism needs and develop research on effective strategies for action. Several significant research papers and resources were commissioned to support provincial institutional change and anti-racism programs, including:

- Prejudice Reduction, Research and Implications,
- Effective Factors in Promoting Institutional Change,
- A Framework for Diversity, Multiculturalism, Human Rights, and Employment Equity,
- Resource Manual in Multiculturalism, Benchmarks and Indicators of a Culturally Responsive Ministry and Crown Corporation, and
- the ministry's web-based resource, Multicultural Profiles of B.C. Communities.

The 5th Annual End Racism Awards were held on March 15, 2001 to recognize outstanding anti-racism initiatives and strategies throughout B.C. 250 participants attended the awards ceremony to acknowledge the efforts of eight recipients. Two honourable mentions were also noted.

Despite the efforts of the ministry and its partners, racism continues to impact individuals and communities throughout B.C. In its efforts to eliminate racism, the ministry offered support, expertise and administration of the B.C. Anti-racism and Multiculturalism Program (BCAMP) and the Institutional Change Program (ICP).

Where instances of racism persisted, Multiculturalism B.C. provided support through mediation, facilitation and the creation of proactive solutions for prevention

and community response. Education and public awareness are key components of any anti-racism initiative, and Multiculturalism B.C. hosted anti-racism forums and provided print materials such as the Schools Responding to Racism guides, issue-specific posters and videos to support the efforts of local organizers.

Many of these anti-racism and anti-discrimination initiatives involved youth. Youth play an important role in our schools and communities through peer support programs, peer training to address racism and discrimination and the creation of anti-racism committees. To support these efforts, Multiculturalism B.C. provided financial contributions to the British Columbia Institute of Technology (BCIT) and Vancouver Community College (VCC), in conjunction with student associations, to each deliver a series of anti-racism initiatives. These initiatives, to be completed by June 2001, were established to gain access to post-secondary students and increase awareness of issues affecting them in the areas of multiculturalism and anti-racism. BCIT's web-based component and VCC's efforts to engage First Nations communities are both serving to create avenues for cross-cultural dialogue and direct action in these institutions.

Objective: To promote public awareness of multiculturalism and anti-racism benefits

Strategy:

- Co-ordinate aboriginal youth anti-racism initiatives
- Provide information and outreach at public events
- Sponsor Multiculturalism Week; conduct three regional forums; develop promotional materials

Performance Measures/Target Analysis:
Multiculturalism B.C. has identified the need to facilitate dialogue between aboriginal and non-aboriginal communities to build cross-cultural understanding and to address their unique experience of racism and discrimination. Understanding that youth issues remain an important area of concern for all communities, two initiatives were funded through the Institutional Change Program: to increase awareness of First Nations cultures, and to support a youth forum for aboriginal and non-aboriginal students.

In 2000/01, Multiculturalism B.C. participated in a First Nations school forum held at the Vancouver Aboriginal Friendship Centre, organized in partnership with the Vancouver School Board First Nations Steering Committee. Twenty-nine recommendations on pro-active initiatives on aboriginal education were developed at the session and Multiculturalism B.C. is taking an active role in stewarding these initiatives.

Public education initiatives were also delivered in several B.C. communities, including four Institutional Change Programs in Campbell River, Quesnel, Cranbrook, and Terrace. These programs assisted in the creation and implementation of multi-year strategies to improve culturally responsive services and inclusive institutions for the selected communities. Local partnerships involving government, public institutions and community organizations were established to oversee these initiatives.

To provide a provincial context for these activities, 17 presentations were held across B.C. covering a variety of strategies for proactive community action. A multicultural youth team was also supported in providing public education, through theatre-sports, on cross-cultural understanding.

A highlight of the division's public education campaign was found in the 2nd Annual Business Case for Diversity Forum, held as part of Multiculturalism Week (February 11-17, 2001). The forum highlighted private sector business responses to supporting multiculturalism and diversity. With more than 160 participants and co-sponsorship from four corporate partners, the business forum targeted the private sector's growing interest in maximizing business and operational needs through the promotion of cultural diversity.

Objective: To work with Ministries and Crown corporations to implement goals of the *Multiculturalism Act*.

Strategy:

- Chair Inter-Ministerial and Crown Corporation Committee on Multiculturalism
- Develop and co-ordinate provincial multiculturalism policies and programs
- Publish annual report on multiculturalism
- Develop a diversity self-assessment tool for ministries and Crown corporations
- Act as Secretariat to the Advisory Council on Multiculturalism

Performance Measures/Target Analysis:
Systemic barriers and equitable access to services are other aspects of racism that are addressed through the Institutional Change Program (ICP) and work within ministries and Crown corporations.

In partnership with Royal Roads University and with the assistance of an advisory committee of ministry and Crown corporation representatives, Multiculturalism B.C. developed and delivered a new Leadership in Diversity program. The six-month program, with on-line and residential components, was delivered to 38 managers to develop both their leadership skills and their ability to steward institutional change within government.

Multiculturalism B.C. held the 2nd Working Forum on Multiculturalism for Ministries and Crown Corporations in September 2000 to promote the systemic implementation of multiculturalism initiatives. The forum attracted more than 160 government executives and managers who participated in reviewing best practices

and strategies in promoting multiculturalism. The program was held in conjunction with the 2nd Annual Multiculturalism Awards, in which 20 ministries and Crown corporations were recognized for their important contributions.

Multiculturalism B.C. continued to work with ministries and Crown corporations by chairing three sessions of the Inter-Ministerial and Crown Corporation Committee on Multiculturalism and guided their efforts to provide support and co-ordination on multiculturalism initiatives. In addition to this sectoral support, the division provided direct consultation services to several ministries and Crown corporations including B.C. Hydro, B.C. Buildings Corporation, ICB.C. and the Ministry for Children and Families.

Under the *Multiculturalism Act*, ministries and Crown corporations submit a report to the Minister every May 31st outlining their initiatives in support of the Act. Multiculturalism B.C. received annual reports from 23 ministries and 13 Crown corporations detailing their support for multiculturalism initiatives. These documents were compiled in an omnibus report 1999-2000 Report on Multiculturalism: Government of British Columbia.

Multiculturalism B.C. also develops resources for use by ministries and Crown corporations to assist their efforts in implementing diversity initiatives. A Resource Manual for Ministries and Crown Corporations, was made available through the division in April 2000, detailing the elements essential to produce a culturally responsive organization. The resource manual will be updated to include additional resources produced by Multiculturalism B.C. for release in 2001/02.

The *Multiculturalism Act* provides for an advisory council on multiculturalism to advise the Minister on issues related to anti-racism and multiculturalism. Twenty-five council members, representing communities across the province, were appointed by Order in Council for a three-year period beginning July 2000. Multiculturalism B.C. acts as the Secretariat to the Council, assisting with council meetings and promoting council recommendations within government.

Four advisory council meetings are planned each year, with three successfully completed in July 2000, September 2000 and February 2001. The advisory council, through Multiculturalism BC, issues a standing invitation to the Minister to attend meetings. This provides an opportunity for them to give progress reports and discuss community issues. The 1999-2000 Advisory Council on Multiculturalism Report and Recommendations was received and acknowledged by the Minister during a reception held for members on July 29, 2000. The Ministry of Multiculturalism and Immigration has taken action towards many of the recommendations.

Goal: To continue to improve the efficiency and effectiveness of ministry operations in a supportive working environment.

Objective: To manage communication strategies to increase Multiculturalism and Immigration's focus and benefit

Strategy:

- Develop information and awareness materials; issues management; special events; media monitoring; news releases; and other public communiqués

Performance Measures/Target Analysis:
In 2000/01, the ministry had an objective of managing communications strategies to increase the ministry's focus and benefit in the community. The ministry put together a strategy, using a number of communications tools to achieve this objective, including: the development of information and awareness materials, along with ongoing issues management, special events, media monitoring, news releases and other public communications.

Many of the ministries strategies have met with great success. For example, the ministry developed a new, corporate identity for all its publications, based on images of a multicultural society and the theme of "Many Cultures, Once Society." The new graphic design standard for ministry publications is a key component in effective organizational communications. Repeated exposure to this new, meaningful identity builds recognition for the ministry and its goals.

The ministry completed 42 publications and resources in 2000/01, and reprinted many of the more popular titles published in previous years. Communications also expanded the ministry's Web site, increasing online access to information on ministry programs and resources. Demand for ministry publications was high throughout the fiscal year, with peak requests leading up to Multiculturalism Week 2001. While the ministry supplied general resources, it did not meet the demand for information specific to Multiculturalism Week, such as the Multiculturalism Week Activity Kit 2000. Communications will work to meet this demand in 2001/02.

The ministry issued a total of 12 news releases in 2000/01. Considering the broad range of the ministry's activities from immigration policy analysis, to immigrant settlement services contract management, to its multiculturalism and anti-racism activities, to its promotion of the business case for diversity in B.C. communities — there is an opportunity to take greater advantage pro-active media relations as a means for communicating with the public.

Issues management has been strong and consistent over the past year. Communications successfully provided the Minister and ministry with information and advice on key issues affecting the ministry and its mandate. Media monitoring, a key part of effective issues manage-

ment, has also been strong, with daily media summaries delivered every morning to all staff in the ministry, and to other ministries across government.

While the ministry has provided a high level of communications service to the ministry, frequent changes in management within the branch in 2000/01 have been somewhat disruptive, particularly in the area of strategic communication and long-term communications planning. In its independent March 2001 report, the Laurier Institution said that the ministry still has much to do to inform the public, the media and the business community on the issues the ministry is concerned with.

In the coming year, the branch will work with other divisions in the ministry on annual communications plans for all ongoing programs and major public initiatives or announcements.

Communications will also be pro-active in identifying and promoting new opportunities to communicate effectively with the public, including public announcements, Web site improvements, new publications, and other communications opportunities, where appropriate.

EQUAL OPPORTUNITY SECRETARIAT – GOALS, OBJECTIVES AND STRATEGIES

Goal: To increase representation of employment equity groups in the public sector

Objective: To enhance accountability of public sector managers

Strategy:

- Develop and seek support for a proposal for performance measures for employment equity for deputy ministers.
- Develop an action plan for implementing a public sector-wide reporting policy on employment equity.
- Attend meetings of the Public Sector Employers Council and other committees to ensure equity remains on agenda.

Performance Measures/Target Analysis:
Diversity in the workplace can only be achieved by ensuring that senior executives are held accountable for achieving results. As such, during 2000/01, a major emphasis was placed on enhancing the performance measures of deputy ministers and creating frameworks for corporate action. The Equal Opportunity Secretariat (EOS) developed a proposal and sought support for performance measures for senior executives. This document may be submitted to the deputy minister for possible endorsement and implementation.

Accountability is also achieved by ensuring appropriate policies exist for long-term action and results. In this regard, senior managers of the EOS attended several meetings of the Public Sector Employers Council (PSEC) to influence and assist various public sector employers in their efforts to bring about diversity in their particular areas of responsibility.

The result of this is that equity did remain very much in the forefront of the business agenda of the public sector employers. A draft of the public sector-wide policy on diversity was developed and presented to the council with a view to building consensus and support.

Objective: To assist in the elimination of barriers to employment equity

Strategy:

- Develop resource materials to assist public sector managers to ensure policies are inclusive of needs of visible minorities and are culturally sensitive
- Review current strategies regarding employment equity and make recommendations for changes designed to increase representation of equity groups at all levels and ranks in the public sector.
- Encourage public sector managers to undertake initiatives such as representative hiring panels and targeted outreach to provide workshops, career fairs and personal contact to B.C. equity group organizations that provide employment services

Performance Measures/Target Analysis:
Tools, techniques and best practices are one means of ensuring that public sector managers have a full compliment of resources available for equity in the workplace. During 2000/01, EOS initiated the development of an executive toolkit for diversity, which should be completed during 2001/02. These efforts had a cumulative effect of increasing the representation of equity target groups in regular positions in the public service from January 2000 to January 2001 by 3.7 per cent for aboriginal, 12.6 per cent for visible minority and 2.7per cent for persons with disabilities.

During 2000/01 specific attention was paid to increase diversity in the auxiliary ranks. Traditionally, auxiliary hiring is the best means to enter the public service and to get familiarization for building a long-term career. At January 2001, the hiring of equity groups in the auxiliary ranks was as follows: 4.5 per cent for aboriginal, 13.5 per cent for visible minorities, and 3.3 per cent for persons with disabilities.

On other fronts, the Equal Opportunity Secretariat encouraged government ministries to establish formal partnerships with organizations serving equity groups in various regions of the province; with a result that most ministries are now instinctively starting to ensure there is diversity within the composition of hiring panels. Ministries also participated in 10 information fairs about employment possibilities in the public sector. During 2000/01, over 12,000 individuals from equity groups attended these job information fairs.

Objective: To develop and strengthen partnerships to engage community based groups into the process of change.

Strategy:

- Partner with expert organizations to conduct research and plan for a back-to-work project for injured workers in the public sector
- Partner with aboriginal employment training agencies to promote public sector careers as an option
- Consult aboriginal communities to develop long-range plans to increase representation in emerging professions in the public sector
- Consult major community groups on the impediments to representation and progress of employment equity
- Based on community feedback, identify professional organizations for review of accreditation systems

Performance Measures/Target Analysis:
The engagement of community associations is critical to achieving success in diversity and equity. During 2000/01, a special effort was made to link with aboriginal communities to develop collaborative partnerships. Five formal partnership projects were initiated and completed. As well, five consultations were held with aboriginal communities on issues of diversity and to get feedback on constructive approaches to increasing the representation of aboriginal people in the government's workforce.

Consultations were also held with other equity groups across the province. These consultations proved in general that the diversity initiatives launched by EOS received widespread public support. Generally, the feedback related to suggestions that government increase its scope to cover all aspects of access to services and programs, particularly in areas such as economic development, youth entrepreneurship and related services.

During 2000/01, a project was initiated to develop a template for a back-to-work strategy to ensure that disabled employees are re-integrated into the public sector workforce. This approach has been very successful in private industry, and it is hoped that the template will be presented to senior executives in 2001 for possible implementation as a demonstration project.

Two public forums were also held during 2000/01 on the recognition of foreign qualifications. As a consequence of these forums, EOS will review the possibility of supporting a demonstration or pilot project with the involvement of non-profit groups, employer associations and other stakeholders.

Objective: To inform the public and equity groups and communicate government's commitment to employment equity principles

Strategy:

- Continue to implement Partners in Equal Opportunity Fund for job fairs, recruitment access, etc. to help develop community capacity for employment equity
- Highlight public sector innovations in employment equity through a semi-annual newsletter
- Consult with community groups on progress of public sector regarding employment equity

Performance Measures/Target Analysis:
The Partners in Equal Opportunity Fund is a relatively small amount of assistance ($150,000) available for community groups to participate in projects that help promote equity principles. A number of initiatives were funded during 2000/01, ranging from job information fairs to community consultations. One significant project involved partnering with the Collaborative Visions groups in the interior of the province. This initiative brought together over 10 aboriginal organizations and focused on diversity issues. As a result, several partnerships were developed between the aboriginal organizations and government ministries.

Some of innovations on diversity and individual efforts of various managers and executives were highlighted in the Equal Opportunity Secretariat News newsletter. Over 5,000 copies were printed and circulated to inform public sector managers of projects being undertaken in other departments. It also provided managers with an opportunity to network and collaborate on best practices across the public sector.

The Equal Opportunity Secretariat has continually sought community feedback on improving its business plan to achieve tangible results. One such source of this feedback is the Minister's Advisory Committee on Employment Equity. This 11-member committee, consisting of senior community and business leaders, met four times during 2000/01, two of these meetings were open to the public and provided individuals and opportunity to comment on the work of the secretariat. Generally the feedback has been very positive with encouragement to continue with the current business direction.

Goal: To support the public sector in developing and delivering programs and policies that are inclusive of B.C.'s visible minority communities.

Objective: To identify areas where the public sector can make improvements to its capacity to serve and deliver programs to visible minorities.

Strategy:

- Advocate for the need for public sector organizations to build expertise in Punjabi and Chinese languages
- Continue operating 1-877-BY-MERIT toll free public information line on referrals for foreign credentials
- Continue roundtable discussions on service delivery between public sector executives and visible minority leaders

Performance Measures/Target Analysis:

During 2000/01, the Equal Opportunity Secretariat focused on a two-pronged strategy:

- To increase representation of equity groups in the public sector; and
- To support the public sector in developing and delivering programs and policies that are inclusive of British Columbia's visible minority communities

This approach has resulted in increasing community involvement in government's efforts on diversity. As well it has enabled EOS to add real corporate value to the efforts of government ministries by creating points of access to aboriginal and visible minority communities across the province.

Throughout the year, five roundtables were held with business leaders on enhancing the delivery of government services to visible minority and aboriginal communities. Two were with the Chinese community, two with aboriginal leaders, and one with the Indo-Canadian community.

The roundtables were well attended by public sector managers and executives and resulted in increasing their awareness of the unique needs of visible minority communities, particularly, the need to provide services in languages other than English.

The 1-877-BY-MERIT information line on foreign qualifications continues to serve large segments of the community. It is generally recognized as a single source for referral information for individuals seeking advise on foreign qualifications.

SUMMARY REPORT OF THE ADVISORY COUNCIL ON MULTICULTURALISM: APRIL 2000–MARCH 2001

I would like to acknowledge the many contributions Council members have provided to the Advisory Council on Multiculturalism in the past year. Council members have provided valuable insights and experiences in our discussions on promoting multiculturalism and anti-racism in British Columbia. My duties as chair have been ably assisted by Vice-Chair Marisa Romilly, Committee Chairs Paz Milburn, John Halani, Caroline Langford and Geri Collins. My thanks also to the Honourable Minister for the support given to Council.

Leslie Louie, Chair

The Advisory Council on Multiculturalism held its inaugural reception and orientation meeting at the Native Education Centre in Vancouver on July 29, 2000. Past Council members and representatives from community organizations were invited to the reception. Bob George, Elder from the Burrard First Nation, provided the opening welcoming ceremony. Members of the new Council were introduced to community participants and greetings were extended on behalf of the provincial government.

Members of the Advisory Council on Multiculturalism for 2000:

Chiara Anselmo, Kamloops
Tomas Avendano Sr., Vancouver
Lachhmandass Bali, Delta
Peter J. Capdouca, Burnaby
Geri Collins, Kamloops
G.A. Sandy Dore, Kelowna
Thomas Ferguson, Vancouver
Leonard George, North Vancouver
John Halani, Vancouver
Emma Maria Lagerstrom, Pitt Meadows
Caroline R. Langford, Kamloops
Jason Lee, Vancouver
Leslie Louie, Vancouver, Chair
Jet D. Malong, Surrey
Paz Milburn, Prince George
Gyan Nath, Burnaby
Rosana Obando, North Vancouver
Rajinder Pandher, Burnaby
Jenny Petropoulos, Victoria
Farina Reinprecht, Richmond
Marisa Romilly, North Vancouver, Vice-Chair
Emergene Sam, Vancouver
Walter Siempelkamp, White Rock
Colin Sihoe, Vancouver
J. Paul Stevenson, Vancouver
Lakhbir Singh Takhar, Surrey
Manel S. Weeratunge, Quesnel
Charles C.C. Yang, Richmond

Meetings

On October 27–28, 2000, Council held its first full meeting in Burnaby. At this meeting the Executive Director of the Ministry of Multiculturalism and Immigration provided an update on ministry initiatives. The Director of Agencies, Boards and Commissions provided an orientation on responsibilities of government board members. Council members also discussed their roles, responsibilities and expectations for their term. Council struck three working committees to review past Council work and recommendations, ministry initiatives, and Council structures.

Council held its second meeting on February 16-17, 2001 in Vancouver. The new Assistant Deputy Minister, Ministry of Multiculturalism and Immigration, provided an update on various ministry initiatives, including the Foreign Credentials Project and the Provincial Nominee Program. Council reviewed committee working reports and with the assistance of a facilitator, worked on strategic planning and Council structures for the months ahead. The minister attended the meeting and responded to Council questions.

A working session is scheduled for April 2001 in Vancouver. At this meeting, Council will meet Ministry of Education officials to discuss past Council recommendations on multiculturalism and anti-racism in the public school system. The education system has been identified by Council members as an area of focus.

1. EXECUTIVE SUMMARY

The Ministry of Municipal Affairs is committed to creating a work environment that reflects, respects and values diversity, and strives to ensure that individuals are treated with dignity and respect.

The ministry is dedicated to building a respectful work environment free from discrimination. In addition to our immediate organizational environment, we are linked to a much larger community which includes local governments, public libraries and direct safety services delivered in more than 30 office throughout the Province.

The ministry continues to pursue an employment equity strategy which fosters an appreciation of diversity, including multiculturalism, in the workplace and in the client groups that the ministry serves.

The Human Resources Advisor responsible for multiculturalism actively participates in the inter-ministerial Multiculturalism Committee. She is a member of the joint Ministry-Crown Working Group on Multiculturalism and participated as a member of the Multiculturalism B.C. and Royal Roads University Steering Committee working to develop a leadership program in diversity. As well, the Human Resources Advisor, along with the ministry's Accessibility Advisor, completed the first six month program in the "Developing Leadership in Diversity Program" at Royal Roads University.

The action plans for multiculturalism in 2001/ 2002 fiscal year will include the:

- distribution of the diversity policy and use the opportunity to review with all staff to highlight the value of a diversity;
- integration of diversity awareness into training courses to provide education and cross-cultural understanding;
- support of a responsive, vibrant multiculturalism committee;
- inclusion of information on equity and diversity in employee orientation packages;
- nomination and support of one participant to attend the "Developing Leadership in Diversity" program at Royal Roads University.
- review and action, as required, on the results of the Cultural Responsiveness Assessment
- design and distribution of a publication featuring innovative actions taken within our ministry, as well as the larger stakeholder community with which we work.

As a result of these action plans and the ongoing support and commitment of our executive, the ministry is clearly demonstrating its support and commitment to multiculturalism.

Number of Full Time Equivalents: 425

2. HIGHLIGHTS AND ACCOMPLISHMENTS

A. Executive Commitment

The ministry Executive Management Committee (EMC) leads in the commitment to multiculturalism. Employment equity and multiculturalism issues and concerns are discussed quarterly at meetings and the Deputy Minister attends sponsored events to recognize special designated group days. The Deputy Minister was also a guest speaker at the Multiculturalism Forum in the fall of 1999. As well, the Assistant Deputy Minister, Corporate Services, chairs the ministry Employment Equity and Multiculturalism Committee meetings and is supportive of equity and diversity initiatives and programs.

EMC is very supportive of our ministry Employment Equity and Multiculturalism Committee (the Committee) and is interested in the committee's progress and development. The Assistant Deputy Minister, Corporate Services, reports quarterly to EMC on the committee's activities.

B. Communications Activities

Survey of Multilingual Library Services in B.C.

This survey was commissioned in the fall of 2000 to determine if a need for multilingual public library service exists in B.C., what multilingual services (if any) are currently being provided, what multilingual services (if any) should be implemented in the future and what the role of the Library Services Branch should be in providing such services. The "Executive Summary" of the results of the survey is included in Appendix A.

Internet training was offered by some public libraries in Mandarin and Cantonese.

The ministry continues to post and/or distribute information related to equity and diversity such as:

- Multi-faith calendars are distributed to our main offices.
- Multiculturalism B.C. Events Calendars and diversity-related posters and literature are distributed to our main offices.

Celebration of Multiculturalism Week
The week was celebrated by an afternoon 'open house' that included multicultural foods and a display of multicultural artifacts from around the world. The A/Deputy Minister attended and spoke to the staff about multiculturalism. This was followed by a video showing: *Love, Culture & the Kitchen Sink*-- a 47 minute documentary of the lives of four intercultural couples. As well, there was a display in the lobby of the building depicting the cultural diversity of our ministry staff.

Celebration of International Women's Day
The day was celebrated by a morning coffee and muffin event with posters and a display in the lobby of the building . The Director, Communications Branch, spoke about the history and significance of International Women's Day and there was a draw for some door prizes.

An assessment of our ministry's level of cultural responsiveness was completed by the ministry's Employment Equity and Multiculturalism Committee.

Quarterly publication of a newsletter called *Accessible B.C.*; the publication showcases ideas and projects in B.C. that are accessible and useable by everyone. (sample attached)

Workforce Profile information was shared with ministry management.

Video Showings: In January of 2001, three noon hour video showings on the topic of diversity were arranged. The videos were: *The Right to Belong, Byron Kunisawa,* and *The Business Case for Equity and Diversity.* As well, the videos were sent out (upon request) for viewing by our regional staff.

C. Community Outreach

The ministry continues to support designated group member organizations through attendance and participation at general meetings and special events, such as:

- Annual and monthly general meetings of the Provincial Employees Diversity Association;
- Career Fairs throughout the province;
- Inter-ministry outreach committees throughout the province; and,
- The Victoria Outreach Committee.

As well, job opportunities are advertised to the various outreach agencies and organizations across the province.

D. Policy, Programs and Services

The ministry continues to review and evaluate its programs, services, policies and legislation for multicultural issues. Following is a brief account of some of the initiatives that were undertaken in the ministry during 2000/2001.

The Accessibility Advisor works with local governments and the building industry to encourage the building of adaptable, accessible housing in our communities.

The ministry provides funding to the Union of British Columbia Municipalities (UBCM) to support forums and summits to enhance working relations between local governments and First Nations.

The Growth Strategies Branch works with Regional Districts to build impacts of immigration into their regional growth planning processes.

All job descriptions are reviewed and revised prior to posting to remove any systemic barriers and to ensure that qualifications are bona fide.

E. Staff Training and Development

The integration of multicultural content into skill building is intended to ensure that respect for cultural diversity becomes a way of life in our ministry. As an example, the ministry developed a new training and development plan process called the Personal Learning Plan (PLP). The PLP sets down the ministry-specific competencies and includes the corporate (government) core competencies, which address diversity issues through the competency "Building Organizational Health".

Employees are asked to assess their level of knowledge, skills and behaviours in each of these competency areas. In those areas in which they identify gaps, our mandate is to provide the training and development required to become fully competent. All of the ministry employees are being oriented in how to use the PLP; to date, we have trained 40% of the staff.

Ministry employees are required to attend the government's mandatory half day program in Discrimination Prevention Training. As well, diversity-related training iscommunicated to all staff and attendance is encouraged.

Two ministry employees participated in, and completed, the "Developing Leadership in Diversity" program at Royal Roads University.

F. Additional Comments

The ministry has made substantive progress in incorporating multiculturalism into the way business is carried out. We will continue to advance multiculturalism as a positive aspect of the ministry culture through:

- The initiatives and action plans of the Committee;
- The leadership and support of the EMC and the Human Resources Branch;
- Internal and external communications;
- The commitment of ministry employees in supporting the belief that diversity is a priority and makes good business sense;
- Active outreach recruitment occurred for administrative, technical and professional positions in the ministry;
- Targeted co-op student hiring;
- The remedial measure of preferential hiring was used to hire auxiliary staff.

3. THREE YEAR STRATEGIC PLAN

The ministry's three year strategic plan (2000-2003) will focus on continuing to advance our three main goals:

1. To develop an environment that fosters diversity;
2. To build and maintain a highly skilled, innovative, dynamic and professional workforce that is representative of the population that the ministry serves;
3. To integrate diversity into all aspects of our business.

Strategies

Goal: To develop a working environment that fosters diversity.

- Encourage employees to take part in ministry and community diversity-related activities and events;
- Maintain the resources required to fulfill diversity objectives and coordinate diversity-related initiatives;
- Offer employee training and development to increase understanding and appreciation of cultural diversity, including a review of B.C. Hydro's "Respectful Workplace Training" program;
- Provide an environment of leadership and support where employee contributions in the area of diversity are recognized and valued.

Goal: To build and maintain a highly skilled, innovative, dynamic and professional workforce that is representative of the population that the ministry serves.

- Participate in Outreach Committees and attend information and career fairs;
- Include diversity competencies in job descriptions and in the selection process;
- Eliminate systemic barriers in hiring and career growth practices by reviewing job descriptions prior to posting vacancies;
- Encourage all employees to complete the Personal Learning Plan;
- Provide information interviews, job shadowing and work practicum opportunities to diverse individuals.

Goal: To integrate diversity into all aspects of our business.

- Integrate diversity objectives into the operational, performance and strategic plans for all business lines;
- Integrate expectations regarding diversity and organizational health into performance plans for supervisors and managers;
- Include diversity topics as regular agenda items at all of our ministry meetings, e.g. EMC, the Committee, branch staff meetings, planning meetings, etc.;
- Provide translations in high-demand publications in different languages to meet the needs of our diverse clients;
- Develop a language bank.

4. ANNUAL BUSINESS PLAN 2001/2002

Goal: To develop an environment that fosters diversity.

Outcomes/Deliverables:

- Distribute the newly developed Diversity Policy to all ministry staff. (attached)
- Nominate and support at least one staff member to participate in the "Developing Leadership in Diversity" program at Royal Roads University.
- Encourage staff attendance at diversity-related training courses offered by Employee Learning Services.
- Develop and include information on equity and diversity in employee orientation packages.
- Design and distribute a publication featuring innovative actions taken within our ministry, as well as the larger stakeholder community with which we work, that promote an environment receptive to people of all backgrounds.

Goal: To build and maintain a highly skilled, innovative, dynamic and professional workforce that is representative of the population that the ministry serves.

Outcomes/Deliverables:

- Encourage all employees to complete the Personal Learning Plan so that value-added training and development can be provided to ministry staff.
- Use preferential hiring for auxiliary positions.
- Undertake active outreach recruitment for administrative, technical and professional positions in the ministry.

Goal: To integrate diversity into all aspects of our business.

Outcomes/Deliverables:

- Ensure that equity and diversity goals are incorporated into the personal performance plans of all supervisors and managers and into the ministry's performance plan.
- The Multiculturalism and Employment Equity Committee will meet at least twice in the fiscal year and will advise the EMC on how the ministry can best achieve its employment equity and multicultural goals.
- Review and translate one ministry brochure or pamphlet into a language(s) that meets the needs of the clients that we serve.

The Ministry of Small Business, Tourism and Culture provides services and programs designed to stimulate the economy, develop skills and create jobs. The ministry contributes to strong communities

by stimulating investment and creating a favourable economic climate to help provide jobs for British Columbians. Our programs and services help enhance the overall quality of life for all citizens of the province by ensuring access to the arts, cultural and heritage experiences, sport and fitness activities, and also through providing financial support to community capital projects. ministry programs and activities continue to focus on supporting growing sectors of the economy: e-business, tourism, film and television production, high technology and value-added manufacturing.

1. EXECUTIVE SUMMARY

Ministry Performance Plan 2001/02 to 2003/04

Vision

The ministry envisions a province in which tourism enterprises and small businesses succeed in a competitive economy and citizens and businesses have convenient, one-stop access to government information and services.

We believe in a province in which creative people and communities thrive and our richly diverse heritage is respected.

We envision a healthy, active society in which people of all ages have access to safe, affordable sport and physical activity opportunities.

Responsibility for Multiculturalism is shared between the Employment Equity and Multiculturalism Advisor and the Assistant Deputy Minister (ADM), Management Services. On issues related to Employment Equity and Multiculturalism, the Multiculturalism Advisor reports to the ADM, Management Services – also the ministry's Executive Sponsor on Employment Equity. The ministry has an Employment Equity and Diversity Committee, co-chaired by the ADM, Management Services. Multiculturalism and equity issues are discussed at the executive table and demonstrate executive commitment.

Policies, programs and services are continually reviewed for issues on multiculturalism through the monitoring of customer service delivery in Government Agent offices, and through recreation and sport programming.

The ministry has 530 full time equivalent (FTE) positions and an additional 116 FTEs in the Royal British Columbia Museum.

2. MINISTRY ACHIEVEMENTS

Government Agents Branch

Government Agents are located in 60 communities throughout the province. Over the past year, the Government Agents Branch has expanded the types of multicultural services provided across B.C. Multicultural services provided by the Government Agents Branch are designed and delivered based on the needs of each individual community. Services range from delivering driver license testing in Cantonese, Mandarin and Punjabi in Stewart, to conducting outreach efforts aimed at encouraging First Nations Canadians to register and vote in the provincial election in Atlin, to working with the community to actively support the development of the Shuswap cultural centre. In addition to providing services, many Government Agents are directly involved with local multiculturalism groups, including the Okanagan Employment Equity Outreach Committee, the Highland Games, and the Taiwan Entrepreneurs and Investors Association.

The most significant impact in the delivery of services for the Government Agents Branch has come about through the use of technology. Technological advances implemented by the private sector are in turn dramatically raising the public's expectations of government service delivery. Citizens expect access to services through the Internet, telephone, electronic mail or at traditional 'bricks and mortar' walk-in centres. For the most part, technology is proving to be an access barrier for many multiculturalism groups. Technology is widening the digital divide among some multicultural groups.

Some offices reported a significant shift in the customer base to include more citizens who use English as their second language.

Government Agents Highlights

Government Agents incorporate multiculturalism through:

- Encouraging discussions with staff to raise awareness and to improve service delivery to people of all cultures.
- Discussion of staffing from an employment equity perspective, with the intent of ensuring access and jobs to all under-represented groups, and making sure that targeted outreach is conducted prior to the posting of positions.
- Continuing commitment to display multi-lingual signage/posters and disseminate multi-lingual program materials across several ministries. Major languages include Punjabi, Spanish, French, Chinese, and Vietnamese.
- Providing multi-lingual written driving tests as well as requesting multi-lingual automated driving tests from ICB.C. to better serve clients.

Communications and Community Outreach

- In 2000/2001 Government Agents actively engaged in multicultural outreach and communication opportunities. A critical component to the success of these activities was Government Agent support and participation in the employment equity inter-ministry outreach committees. Through these committees Government Agents have expanded their pursuit of multicultural interests. Activities include:

- creation of a public sector recruitment video in the Okanagan;
- updating the PSERC Outreach directory for the Kootenays;
- organization of multicultural events such as the Provincial Multicultural Fashion show held March 21, 2001;
- Publication of the "Tapestry" newsletter in Prince George, with the first edition printed in Feb. 2001.

- The Prince George employment equity inter-ministry outreach committee, chaired by Government Agent Bill Christie, won the Bronze Public Service Award at last years Interior Public Service Awards Luncheon.
- Government Agents and staff have been active at job fairs and outreach activities throughout the province. Examples of these activities are included in the events' listings.

Working with the Community

- Salmon Arm staff worked with the community to actively support the development of the Shuswap (cultural) Centre. http://www.theshuswapcentre.org
- The Penticton Government Agent will serve on the founding executive of a proposed immigrant services society, as well as on the executive of the Desert Rose Society, a local umbrella group for persons with disabilities.
- The Burns Lake Government Agent sits on a local multicultural committee.
- Starting June 2001 the manager of Government Agents in the Northwest region will sit on a multicultural "steering committee" funded and implemented in Prince Rupert by Multiculturalism BC.
- The Merritt Government Agent is currently assisting Multiculturalism with its "Institutional Change Program" which will include a community consultation May 25, 2001 in Merritt. Work on this initiative began last fiscal year. As a school trustee and member of Rotary, the Merritt Government Agent worked with the school board and the local Rotary Club to increase multiculturalism awareness in the community.
- The Government Agent from Maple Ridge met with the Chair of the public affairs committee of the Taiwan Entrepreneurs and Investors Association (TEIA) in British Columbia. Discussions focused on how Government Agent offices provide a wide range of services that can assist TEIA in the Lower Mainland as well as in other areas of B.C.
- A Courtenay Government Agent staff member was actively involved in Highland Games, a local organization that promotes Celtic culture.

Working with Youth

- Government Agents offices continue to reach out to minority youth. In April 2000, the Williams Lake Government Agent Office facilitated a tour for a group of ESL students from the University College of the Cariboo. Through the Northwest Government Agent Region student internship program, two indo-Asian students were placed in the Prince Rupert office for a three-week internship.

First Nations Outreach

- The Salmon Arm Government Agents Office ensured that registration/collection centres were located on reserves for the provincial election.
- Outreach voter registration took place on the Osoyoos Indian Reserve.
- The Atlin Government Agent conducted outreach efforts to encourage First Nation peoples to register and vote in the provincial election.
- The Penticton Government Agent assisted with planning for the "Moving Forward" event. This was a follow-up to the previous year's "Building Bridges" event, which brought together members of the Penticton Indian Band (Elders, Councilors, Members), with interested members of the public, including the

Mayor and Councilors, City of Penticton, the GA and other officials.

- The Merritt Government Agent meets approximately every other month with representatives from the Education Council of the five native bands in the Nicola Valley. The Bands are: Coldwater Indian Band, Upper Nicola Indian Band, Shackan Indian Band, Nooiatch Indian Band, Lower Nicola Indian Band.

Challenges

- Government Agents continue to face a number of multiculturalism challenges in their communities. Challenges include providing community support by distributed materials to schools, non-profit agencies and business to mitigate issues in Merritt and the Nicola Valley area.

Small Business Branch

The ministry has continued to make business information available to different multicultural communities by publishing the *B.C. Business Resource Guide* in Punjabi, Chinese and French, which is part of the "Solutions for Small Business Series". Entrepreneurs who have or wish to start a new business in retail, import and export, high tech, finance, professional services and other areas can use this publication more easily to find government services and business information. Publications are available in hard copy form in Government Agents offices, the Canada/B.C. Business Service Centre and other business service partners throughout the province. This publication is also available online at www.gov.bc.ca/sbtc

In 2001-2002 the remainder of the *Solutions for Small Business Series* will be translated and made available online. These publications include:

- Business Planning and Financial Forecasting;
- Exploring Business Opportunities; and
- Starting your Home-Based Business.

The ministry also delivered the Youth Business and Entrepreneurship Training (YouBET!) program for young adults and the Visions for the Future program, which was targeted at aboriginal youth. The YouBET! program also ran training series for the film and arts sectors as well as for co-operatives and aboriginal youth.

Small Business Highlights

The Small Business Branch incorporates multiculturalism through:

- Continuing commitment of the Canada/B.C. Business Service Centre and the Small Business Branch to distribute the comprehensive B.C. Business Resource Guide in Punjabi, Mandarin and French.
- Providing support to the AGM of the Ethno-Business Council (EBC), and expanding the role of the EB.C. to a member of the Canada/B.C. Business Service Centre, client advisory committee.
- Delivering workshops through the YouBET! program. In February and March 2001, the Small Business Branch piloted a series of workshops, modeled after the YouBET! program, for aboriginal youth in Kelowna and Bella Coola.
- Delivering the Visions for the Future program through one-day conferences throughout B.C. These conferences helped increase aboriginal youth awareness of current marketable skills and various career options such as entrepreneurship and self-employment.

Small Business Program activities in the 2001/ 2002 business plan include:

- Completing the translation of the "Solutions for Small Business" series into Punjabi, Chinese and French and adding them to the ministry's website.
- Increasing entrepreneurial knowledge and skill among youth and aboriginal people, particularly for growth sectors of the economy by delivering YouBET! workshops throughout the province.
- Enhancing entrepreneurship skills and business development in growth sectors by establishing partnerships and initiating new programs developed and implemented as a result of the B.C. Entrepreneurship Strategy. (e.g. Western Economic Partnership Agreement)

Arts, Culture and Heritage

British Columbia's diverse culture is rooted in the traditions, languages and customs of this province's First Nations people, and has expanded to include more than four million residents whose ancestors originate from across the globe.

In every corner of our province, cultural activity provides a bridge between the diverse groups of people who call British Columbia home. Our province's cultural endeavors – the collections in our museums and galleries, the books we read, our visual and performing arts, the films we watch – give communities a focus for their creativity and expression of common aims and values.

Our provincial heritage dates back over 12,000 years, to the first known inhabitants of what is now British Columbia. Heritage resources are important to the tourism industry, as visitors look for unique experiences that teach them about the lives of other people. Cultural-heritage tourism represents a significant growth opportunity in every region of B.C.

The 550 year old remains of a man and his belongings (Kwaday Dan Ts'inchi), discovered in a glacier in the Tatshenshini-Alsek park in 1999, are being studied by teams of scientists under a project jointly managed by the Champagne and Aishihik first Nations, the Archaeology Branch and the Royal British Columbia Museum.

The Kwaday Dan Ts'inchi project is successfully combining cultural interests and sensitivities with scientific research into the man's body and his personal belongings.

Tourism and Corporate Policy

The Tourism Development and Land Use Policy Branch has, over the past year, undertaken several initiatives, specifically through the development of Tourism Opportunity Studies and a First Nation eco-tourism pilot. Many of the Tourism Opportunity Studies highlight the unique cultural resources found in British Columbia, and relate their importance to the development of tourism products and the industry in general. The Branch has also worked with the Snuneymuxw First Nation on the development of an eco-tourism project that would reflect the cultural heritage of the First Nation.

Presentations/Functions and Events that were attended by Ministry of Small Business, Tourism and Culture representatives:

Events:

- Two Assistant Deputy Ministers attended the Multicultural Forum at Dunsmuir Lodge in September 2000. This forum was sponsored by Multiculturalism B.C. September 2000
- Two staff members from the Kootenay Region attended the Aboriginal Awareness training held at the Ktunaxa/Kinbasket Band Administration office in Cranbrook. March 2001
- The Kootenay Employment Equity Outreach Committee participated in the Visions for the Future for Aboriginal Youth Workshop held in Nelson. November 2000
- The Kootenay Employment Equity Outreach committee participated in the Multicultural Organizational Change workshop in Cranbrook. May 2000
- The Kootenay Employment Equity Outreach Committee participated in the Cultural Sensitivity presentation by the Kootenay Aboriginal Resource Center in Cranbrook. This Committee continues to promote equity and diversity training throughout the Region, and by maintaining contact with all groups during the year through events such as career fairs and diversity workshops. May 2000
- One staff member attended the Culturally Responsive Service Delivery Training in Cranbrook, and one staff member attended the Discrimination Prevention workshop in Nelson. 2000/2001
- Aboriginal Job Fair in Campbell River. The objective was to promote and encourage aboriginal students to consider career opportunities in government. May 8,2001
- Okanagan University College Job Fair
  November 5, 2000
- The Small Business Branch participated in an Equal Opportunity Business Round-Table, which was held at SUCCESS in Vancouver. This Business Round-Table included representatives from major Asian business associations as well as from other provincial and federal public service organizations. February 23, 2001 and March 15, 2001
- The Small Business Branch was one of the sponsors of the RETAIN 2000 Conference at the University of Northern B.C. where the Prince George Regional Outreach Committee set up a display at the Career Fair. April 27, 2000
- A number of GA staff attended Culturally Responsive Service Delivery workshops 2000/2001
- Merritt GA attended a two-day workshop on Valuing Diversity in the Workplace. 2000/2001
- Burns Lake GA attended 2 training sessions in 2000: Creating Community Change and Diversity Training (part 2) 2000/2001
- Three Kootenay GA staff members attended the Aboriginal Awareness Training held at the Ktunaxa/Kinbasket Band Administration office in Cranbrook. 2000/2001
- A Kootenay GA staff member attended the Multicultural Organizational Change Program workshop held in Cranbrook. 2000/2001
- A Kootenay GA staff member attended the Culturally Sensitive Presentation by the Kootenay Aboriginal Resource Centre in Cranbrook 2000/2001
- HR Staff attended the B.C. Public Service Employment Workshop. Completed a presentation on how to apply for jobs with SBTC (and MoTH). This presentation was directed at Employment Equity Organizations (Multicultural, First Nations, etc.). June 12, 2000
- Staff members from the Kootenay and Nelson GA attended the Visions for the Future Aboriginal Youth Fair held in Nelson. Sept. 2000
- The Human Resource Officer attended "Visions for the Future" First Nations Youth Conference, presenting employment information in career fair booth. November 29, 2000
- Two GAs attended the Visions for the Future Conference held at the Canim Lake Band Office, Canim Lake, B.C. December 2000
- The GA in Trail is scheduled to be involved in a Trade Fair. Trade show will be an opportunity to display the carious programs available in different languages. June 1-3 2001
- Training sessions and number of attendees: Culturally Responsive Service Delivery – 14 Reasonable Accommodation Training – 1Aboriginal Cultural Awareness – 4
  Valuing and Welcoming Diversity – 5
  Discrimination Prevention - 9
  Fiscal year 2000/2001

3. ANNUAL BUSINESS PLAN AND THREE-YEAR STRATEGIC PLAN

During the next three years, the ministry will continue to build on the work completed during the 1999/2000 fiscal year.

We will continue to work with the ethnic business community and young people in all cultures in communities across the province. The Government Agents will continue their leadership role as catalysts for community outreach and for delivery of integrated government services.

The ministry has established a strong base to celebrate and conserve important cultural and historic contribution of citizens in communities who have contributed to the rich and varied heritage of the province.

Planned activities for 2001/02 include:

- Utilize the assistance and ideas of the increasing numbers of multicultural employees within the ministry who are engaged in providing front line service, policy and program development, consultation and communication.
- Identify front-line staff to take "Culturally Responsive Service Delivery" training and determine employment equity and multiculturalism training needs.
- Encourage active participation on the EE/Multiculturalism Committee and actively participate in the Inter-Ministry Multicultural Committee.
- Circulate information and resource material throughout the ministry to promote cultural understanding and awareness. Advise the EE/Multicultural committee on articles, web-sites and media information concerning all aspects of diversity.
- Encourage and support staff to attend employee association meetings such as the Association for British Columbia Government Employees with Disabilities, the Aboriginal Employees Association, the British Columbia Visible Minorities Employees Association, and The Provincial Employees Diversity Association.
- Work towards being representative of the general workforce through fair and equitable hiring practices and promote equality and equity. Conduct outreach recruitment, participate in career and job fairs, and continue the hiring of auxiliary, co-op, Youth Employment Program and students from the under-represented groups.
- Encourage staff from diverse backgrounds to receive training in order to enable them to participate on hiring panels.
- Continue to develop culturally competent services (which include the importance of culture and cross-cultural relations). Continue to look for ways to enhance delivery of services and make recommendation for change as needed.
- Using an outreach approach, contact bands and other multicultural organizations to develop innovative ways to involve them in small business projects. Publish selected materials in different languages where/when appropriate.
- Enhance youth entrepreneurship by delivering entrepreneurship programs such as Youth Entrepreneurship training (YouBET) for young people, in partnership with cultural organizations such as SUCCESS. Programs will include new sector specific business development workshop such as eco-tourism.
- Expand the number of publications printed in other languages such as Chinese, Punjabi and French.
- Provide citizen-centered government services through front-line workers representative of the populations they serve. Continue training in culturally responsive service delivery.
- Support the growth of eco-tourism and cultural tourism by participating in key land and resource planning and provincial policy discussions.
- Collaborate with the British Columbia Arts Council and with private sector partners to deliver program support for artists-in-education, organizational development, arts touring and aboriginal arts development.
- Address social policy issues such as harassment, physical inactivity and violence through targeted recreation and sport initiatives.
- Assist communities in the development of heritage strategies, plans, or in the implementation of community heritage commissions.
- Lead the ministry's efforts to support corporate outreach, recruitment and employment equity initiatives.

Our provincial bridges and highways are vital assets for all British Columbians. In building and maintaining our highway system, the ministry also creates jobs and promotes economic development.

The ministry is committed to ensuring sound environmental practices in all its programs and building positive relations with all members of B.C.'s many communities.

1. EXECUTIVE SUMMARY

The Ministry of Transportation continues to carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The ministry continues to recognize the cultural diversity of our province and supports and promotes cross-cultural understanding. We continue with our commitment to maintaining effective communication strategies that foster understanding and cooperation with our customers and staff, and are inclusive of all cultures in our society.

The ministry executive leads in the commitment to multiculturalism. The Assistant Deputy Minister for Management Services and Motor Vehicles chairs the provincial Employment Equity/Multiculturalism Committee. This committee is representative of diversity of staff from different geographic, cultural and classification levels.

An Employment Equity and Multiculturalism Advisor is the Program Manager for Multiculturalism. The Advisor reports to the Assistant Deputy Minister of Management Services and Motor Vehicles, who is also the Employment Equity Sponsor for the ministry.

Implementation of policy is coordinated by the Employment Equity and Multicultural Advisor who completes the annual report for multiculturalism and represents the ministry on the

Inter-Ministerial Multiculturalism Committee. The advisor also develops and implements multicultural initiatives related to education/awareness and the integration of multicultural issues into training and orientation.

The ministry Corporate Policy and Planning Branch ensures all legislation and policies produced by the ministry are consistent with the principles and objectives of multiculturalism. We utilize the support document, the Multicultural Assessment for Cabinet Submissions, to assist in provoking consideration of issues and policies and their impact on British Columbians of every ethnicity, ancestry, cultural heritage, religion, and place of origin.

The ministry's Performance Plan for 2001/2002 and 2003/2004 includes multiculturalism objectives.

The following value statements represent the set of beliefs that define our organizational behavior.

- *We respect the values, principle and diversity of co-workers, partners, customers and the public*
- *We continuously strive for improvement, quality service, value for money, fiscal prudence, flexibility, creativity and innovation.*
- *We respect diversity, internally among staff and externally among and within B.C. communities.*

Ministry Goal statements discuss productive and diverse employees:

- *To attract, develop and maintain a productive team of employees, representative of the diversity of British Columbia's population.*
- *To foster positive First Nations Relations*

Human Resource Management business priorities include statements to attain a productive and diverse workforce by attracting competent new staff and promoting the development of all staff to meet the ministry's human resource needs. Actions include the development, implementation and promotion in staffing and related programs that result in a diverse workforce to meet present and future program needs. Examples of such initiatives are outreach recruitment and the removal of barriers.

The Ministry of Transportation had 2335 FTE's in its organization as of January 2001.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

The ministry has continued to consult with the public at both the provincial and community level, with articles and advertisements in provincial, community, and ethnic news media. Language continues to be a consideration in both written and verbal communications. We publish documents in four languages and, when appropriate, ensure that translators are available.

The ministry is active in all regional outreach activities and encourages all highway contractors to support the principles of Multiculturalism and Employment Equity. Executive members have continued discussions with the B.C. Road Builders Association and Highway Constructors Ltd. The ministry created a dialogue with maintenance contractors to encourage them to adopt multiculturalism and practice sensitivity as a regular way of providing services to the communities in which they operate.

The Corporate Policy and Planning Branch working with program managers, ensures that all policies and legislation produced by the ministry is consistent with the principles and objectives of multiculturalism and written in plain language wherever possible.

A communication network, consisting of the ministry Employment Equity/Multicultural Committee and the six regional human resource offices, circulates information throughout the ministry pertaining to multiculturalism issues throughout the province. As well, the Multiculturalism Events Calendar is posted on the ministry's Intranet web site.

Summer jobs with the ministry gave almost 100 young people temporary work and valuable job experience in the summer of 2000. The summer youth hiring program was open to young people between the ages of 15 and 29, focusing on jobs for women, First Nations, visible minorities and those with disabilities.

To improve its capacity to work with British Columbia's multicultural society, the ministry has increased hiring of aboriginal and visible minority people in the period January 2000 to January 2001.

- The hiring rate of aboriginal and visible minority regular employees to the ministry was greater than the availability in the external workforce.
- The hiring rate of aboriginal and visible minority auxiliary hires was greater than the availability in the external workforce
- The representation of aboriginal and visible minority auxiliary employees within the ministry as of January 2001 is greater than the external workforce.

The external workforce reflects the occupational and geographical distribution of the ministry.

The ministry, as a member of the Transportation Association of Canada, recognizes North American road standards and participates in partnerships to communicate traffic control strategies to the drivers, using symbols on traffic signs as opposed to text wherever possible. Policies and procedures are written to address a wide spectrum of readers, and it is the ministry's commitment to use clear language when preparing corporate documents.

Five ministry executive and staff participated in the second annual Ministry and Crown Corporation Forum on Multiculturalism held at Dunsmuir Lodge on September 15,2000

The Human Resources Branch and Multiculturalism Advisor maintain and promote library resources consisting of videos, pamphlets, posters, directories, and events, on a variety of related topics. The advisor shares all relevant information releases that are forwarded from Multiculturalism BC.

A comprehensive distribution of information is regularly utilized by the Multicultural Advisor to broadcast articles of current interest. This framework allows the ministry to disseminate information on diversity issues in most regions.

The ministry purchased 50 2001 Multi-Faith Calendars from the Affiliation of Multicultural Societies and Service Agencies of B.C. These were distributed throughout the branches and regions of the province. An accompanying letter from the ministry outlined the calendar's insight into the world's major faiths, and as an aid to facilitate the understanding of numerous religious occasions and festivals, which are important to our diverse cultural communities. This calendar's presence throughout our offices functions as a constant reminder that the workplace cares about diversity. These calendars also enable managers to be more conscious of employee's religious and cultural backgrounds.

Posters and calendars were circulated internally throughout the year to increase awareness and understanding of cultural diversity and multicultural events. Information and posters were circulated for the International Day for the Elimination of Racism, National Aboriginal Day, and Multiculturalism Week.

An informational display was set up in the main lobby of 940 Blanshard for International Women's Day, March 8,2001. The theme for this year's event was Raising our Diverse Voices for Positive Change. The display included posters, toolkits, and numerous handouts on related topics such as the background chronology of International Women's Day, pins and activities planned to commemorate the day.

The advisor attended and audited a training session on behalf of PSERC's Employee Learning Services. This training session was presented by the Pacific Immigrant Resources Society, and the topic was Recruiting and Interviewing Across Cultures.

The Multicultural Advisor regularly distributes information, attends and supports employees in attending the diversity employee associations such as the Aboriginal Employees Association, the Association for B.C. Government Employees with Disabilities, the Visible Minorities Employee's Association and the Provincial Employees Diversity Association.

The Lesbian and Gay Public Employee Association brought a video entitled Homophobia in the Workplace, to the ministry's attention. This video was made available to Human Resource managers and advisors. This video highlights and skillfully explains the losses to everyone when homophobia exists in the workplace, and uses non-defensive and non-confrontational presentation of this sensitive topic.

The Multicultural Advisor provides ongoing support to two Regional Outreach Committees located in Prince George and Terrace. The advisor regularly participates in these meetings via conference call, and personally attended a Prince George committee meeting in

December 2000. At this opportunity, the advisor also attended a planning meeting of the Diversity Circle Multicultural Committee in Prince George.

The ministry has been involved in the funding of an Interministry Outreach Recruitment Video that is planned for release in the summer of 2001. This will be an additional tool in ongoing outreach activities and job fairs throughout the province.

The Advisor attended an Aboriginal Cultural Awareness session to review the rich and diverse culture and history of Aboriginal people of BC, and to gain an understanding and awareness of the current issues that affect all. This session was held at the Saanich Indian School Board Cultural Building at Brentwood Bay.

The Advisor also participated in an Aboriginal Youth Career Fair at the Saanich Fairgrounds on March 21, 2001.

The ministry sponsored a dedicated training session of the Staffing in the Public Service course in March 2001. This two-day course prepares staff to conduct staffing by teaching participants the statutory and policy framework governing the recruitment and selection process. The ministry encouraged participation of designated equity staff members at all levels, to attend this training. Diversity on selection panels can bring an added dimension and broader perspective to the assessment of candidates. Diversity on selection panels is especially important when the eligibility of candidates is limited; a preference is given to the designated groups, when a position provides services to a diverse clientele, or specifically to a designated group. The Multiculturalism Advisor did a presentation to the participants regarding the need to be aware of personal biases and cultural sensitivity during the selection process.

Sixteen staff participated in this session and are certified to participate on selection panels. A listing of these trained panel members was circulated to the Human Resources Branch to allow the employees to practice what they had learned for an effective transfer of learning.

The ministry encouraged application of under-represented group employees to the government-wide mentoring program in January 2001. One of the goals of this program is the development of designated group employees within the ministry.

The Provincial MoTH Employment Equity and Multiculturalism Committee met face-to-face in Victoria on January 25,2001. Highlights of the day meeting included presentations by the Assistant Deputy Minister, PSERC and the Assistant Deputy Minister, Management Services and Motor Vehicles, MoTH.

The Multiculturalism Advisor met with the Tripartite Partnership Committee on Employment Equity in August 2000. This meeting was to provide training and advice on the development and implementation phases of employment equity strategies that will involve the 28 contract areas for the Road and Bridge Maintenance private sector companies throughout B.C. The Employment Equity Coordinator for the BCGEU also partnered in this process.

The Advisor attended the open house of the Victoria Immigrant Resources Society and meets with advocacy agency career counselors on an on-going basis.

The Multicultural Advisor meets on a weekly basis with the Human Resource Advisors to share information, answer questions and provide information on the incorporation of cultural diversity competencies into the selection process. The advisor shares research on current events of diversity interest, and training products.

The advisor has reviewed the Opinion Research on Employment in the Public Service, prepared by Malatest, to review to assess actions and issues that may impact culturally diverse employees within the B.C. Public Service. The ministry also surveys staff as the exit to review for any trends or issues that may impact culturally diverse employees.

The ministry has been an active participant in a working group undertaken by the Public Service Employee Relations Commission, which is reviewing Employment Equity in the B.C. Public Service.

The Communications Branch, now as common practice, considers the intent and spirit of multiculturalism in the development and implementation of all communication activities. Multicultural audiences are considered in the development and implementation of communication strategies including publications, advertising and media relations.

The ministry's goal is to develop and maintain effective communication strategies that foster understanding and cooperation with our customers and staff and are inclu-

sive of all cultures in our society. To this end, the ministry strategic plans, regional and branch core business goals and objectives include public consultation. General practice is to contact the local community media and work with project communications consultants to prepare written and verbal messages to the public. The ministry objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry and place of origin to support the individual needs of our diverse workforce and customers. The ministry continues to invite staff and community input and participation on ministry business and projects.

The Properties Branch of the ministry organized attendance at fourteen Visions for the Future career fairs sponsored for the attendance of aboriginal youth throughout the province. The ministry had a display booth, distributed brochures and pamphlets, and provided advice on career opportunities within the ministry at these fourteen sessions.

The Corporate Business Planning and Operations Branch developed service contracts with aboriginal and visible minority contractors.

The Nanaimo Regional Office

- Did outreach recruitment on all out of service competitions, and participated in preferential hiring of equity groups for the Youth Employment Programs and auxiliary summer hires.
- Conducted continual review and updating of job descriptions to ensure any necessary removal of systemic barriers.
- The Regional Employment Equity representative, along with a Human Resources Officer, did a presentation regarding the job competition process at the B.C. Public Service Employment Workshop.
- The Central Island District Highway Manager continued to be an active committee member on the Regional Outreach Committee.
- Nanaimo staff attended an Aboriginal Cultural Awareness workshop.
- The Central Island District and Region 6 Electrical Crew sponsored a booth at the District #68 Career fair
- A Human Resource Officer, the Regional Equity representative, and the District Technician attended a "Visions for the Future" First Nations youth workshop where they provided information about the ministry.

Northern Region/ Prince George
Following is a list of multicultural activities and events that staff participated in over the last year.

- October 24, 2000 - The Inter-Ministry Diversity Circle (a multiculturalism committee) was established and their first meeting held. These meetings are now held on a monthly basis.
- November 1 to 5, 2000 – Organizational Change Training, the last module of Diversity Training was completed by the Human Resources Officer
- December 1, 2000 – Visions for the Future / Aboriginal Youth – Quesnel
- December 6, 2000 – Presentation by Allan Dutton from Canadian Anti-Racism Education and Research Society at the College of New Caledonia
- December 9, 2000 – Multicultural Family Potluck Dinner
- December 13, 2000 – Meeting of the Inter-Ministry Diversity Circle – action planning sessions with the ministry Multicultural Advisor
- December 14, 2000 - Visions for the Future / Aboriginal Youth – Fort St. John
- February 5, 2001 – Cultural Awareness Session with Dr. Terry Tafoya at UNBC
- February 12, 2001 – Launched the "Tapestry" multicultural newsletter
- February 12, 2001 – Set up displays in lobby of Plaza 400 for Multiculturalism Week
- February 12, 2001 – Meeting with Immigrant and Multicultural Services Society (IMSS)
- February 13, 2001 – Aboriginal Cultural Awareness Training
- February 15, 2001 – Celebration in the lobby of Plaza 400 for Multiculturalism Week
- February 28, 2001 – Meeting with Diversity Coordinator from College of New Caledonia
- March 21, 2001 – Open House and Events at IMSS for the Day for the Elimination of Racism

Inter Ministry Diversity Circle/ Prince George
The Inter-Ministry Diversity Circle was established as a sub-committee of the Prince George Regional Inter-Ministry Employment Equity Committee. During one of the committee meetings last year, it became apparent that a sub-committee dedicated to multiculturalism issues should be established. It was suggested that a separate committee be formed. This committee was formed and an information package developed to recruit members from other ministries. The first meeting was held on October 24, 2000 and seven ministries are represented.

The Inter-Ministry Diversity Circle has accomplished the following since they were developed in October 2000:

- Multicultural Bulletin Boards have been established and maintained at all ministry locations.
- Minutes of every meeting are widely distributed.
- Production of the "Tapestry" newsletter and the wide distribution throughout ministries.
- Promotion of multicultural, anti-racism events through networking and ongoing communication.

- Multiculturalism Week celebration included a Multicultural Fashion show that was arranged in partnership with the Immigrant and Multicultural Services Society. Over twenty people wearing traditional clothing from numerous countries participated in the fashion show, which was highlighted twice in the local newspaper. Two large diversity displays were on view for the week, ethnic music was played, and an information table set up with handouts and multicolored ribbon pins to represent multiculturalism.
- Committee currently has 14 members and a wide representation across ministries and others have expressed an interest in joining.

The future goals for this committee include:

- Holding informal information and tour sessions for immigrants who attend ESL classes. These are to be held three times per year at the Government Agent and the Recruitment Access Office.
- The committee will produce the newsletter "Tapestry" and will distribute three times per year.
- The committee plans a continual exchange of information, such as newspaper articles and web-sites of interest

The Office of the Superintendent of Motor Vehicles (OSMV) maintained its commitment to multiculturalism by:

- Continuing to encourage staff to attend workshops and seminars regarding diversity and cultural sensitivity; and,
- Exploring communication tools that would provide general information on the OSMV. This has resulted in the development of a web page that provides publications and forms, and provides access to services and information to the general public.

The Kootenays Region multicultural endeavors have included a Multiculturalism staff luncheon and Aboriginal Cultural Awareness courses for ministry staff.

In the near future the Kootenays region will be organizing a one-hour presentation at the Japanese Nikkei Internment Memorial Centre, and to the Doukhabor community. The region also plans to continue to do research and provide encouragement to staff to attend training regarding First Nations Culture.

The Thompson – Okanagan Region has included into the Regional Management Coordinator's job description, the responsibility of representing the ministry on an ongoing basis on internal and external Employment Equity and Outreach committees in order to further government initiatives and programs. Also included in the duties identified, is the liaison with Outreach organizations within the geographic region to communicate program objectives, exchange information and establish positive and cooperative working relations.

The Regional Outreach Committee hosted a meeting with various community groups which included People in Motion, the Kamloops Immigrant Services, the Canadian Mental Health Association, the Opportunities and Abilities Committee of Kamloops (OACK), and the Interior Indian Friendship Society. The representatives from the various groups provided an overview of the services that they provide. The outreach committee and the advocacy agencies discussed the barriers and obstacles that their client groups experienced in obtaining full and part-time employment. The committee then developed goals and objectives targeting the barriers that were expressed.

The Regional Outreach Committee participated in career fairs at Lytton, Chase and Kamloops.

The region has participated in the Kamloops Indian Band Cultural Awareness workshop organized by the Interior Indian Friendship Society, and is participating in Discrimination Prevention Training sessions hosted by the Ministry of Forests. They are also in the process of organizing a Secwepemc Cross Cultural Workshop through the Secwepemc Cultural Education Society.

South Coast Region participated in various career fairs throughout the last year. The following list outlines some of the outreach activities:

- September 21,2000 - Federal Government Career Fair
- September 22,2000 – PICS Career Fair
- October 3 to 5,2000 – UB.C. Career Fair
- October 10 to 12,2000 – SFU Career Fair
- November 16,2000 – Visions for the Future/Aboriginal Youth Fair/Squamish
- November 17,2000 – PICS Fair at Kwantlan College
- November 18,2000 – SUCCESS Career Fair
- November 23,2000 – Visions/ Sto Lo Nation High School, Mission
- December 12,2000 – Visions Career fair in North Vancouver
- February 2, 2001 – Maple Ridge Career Fair
- February 21,2001 – Chahalis Community School, Agassiz
- March 12,2001 – Fraserside Community Services, New Westminister Career Fair.

Planning & Major Projects staff attended multiculturalism training. New employees will be encouraged to attend this training along with the Reasonable Accommodation sessions. The department initiated preferential hiring for their internship programs. Participation in the Mentoring Program was also encouraged this year.

Corporate Policy and Planning kept staff informed about training and issues on diversity; encouraged the use of plain language in the development of legislation,

regulations and Orders in Council; participated on the Inter-Ministry Multicultural Committee; and has ensured no barriers hinder participation and equal treatment in the development of policy.

In the next year the branch plans to continue with these initiatives and to canvas new staff to determine employment equity/multiculturalism training needs, and to encourage frontline staff to participate in "Culturally Responsive Service Delivery" training.

Staff Training and Development continues to integrate multicultural content into skill building sessions. This is intended to ensure that respect for cultural diversity becomes a guiding principle.

Ministry employees are also required to attend the government's mandatory half-day course regarding Discrimination and Harassment Awareness training. One hundred and eleven ministry staff attended this training in fiscal 2000/2001.Ministry staff have attended multicultural training sessions such as: Culturally Responsive Service Delivery (6 staff attended), Reasonable Accommodation Training (8), Valuing and Welcoming Diversity (6), Aboriginal Cultural Awareness (23), Human Resources Fundamentals (5), related informational satellite sessions sponsored by Employee Learning Services, and Staffing in the Public Service (21).

All multicultural related training events/information sessions are continually promoted for attendance throughout the ministry.

3. ACTION PLANS FOR 2001 TO 2003

Name and Description of Activity/ Initiative	Department Responsible
Be proactive in addressing controversial transportation issues that involve aboriginal and other multicultural groups through sensitive communications and negotiations.	ADMs and Regional Directors
Using an outreach approach, contact bands and other multicultural organizations to develop innovative ways to involve them in highway construction and maintenance projects.	Regional Directors
Throughout the ministry, continue consultation with local communities to ensure equitable access to services and programs.	Directors
Promote and present multiculturalism and anti-racism information to ministry employees. Keep staff informed about training and issues on diversity.	Headquarters and Regions
Ensure staff can access the MoTH Equity/Multiculturalism website.	Managers
Encourage the ministry use of plain language that is as inclusive as possible.	Communications Branch, Managers
Encourage front-line staff to participate in "Culturally Responsive Service Delivery" training and "Valuing and Welcoming Diversity."	Managers
Encourage active participation on the MoTH EE/Multiculturalism Committee and actively participate in all activities of the Inter-Ministry Multicultural Committee.	Multiculturalism Advisor, Managers
Continue to circulate information and resource material throughout MoTH to promote awareness. Advise the EE/Multicultural Committee on articles, web-sites and media information concerning all aspects of diversity. Continually review and update links from the ministry's Internet and Intranet sites.	Multiculturalism Advisor
Continue to encourage and support staff in attending employee associations meetings such a s ABCGED, AEA, BCVMEA, and PEDA.	Managers
Continue to monitor fairness and equity in ministry programs. Strive to eliminate barriers in policies and procedures that would hinder participation and equal treatment.	Managers
Promote a workplace where employees treat one another with respect and dignity. Embrace the principles of human rights and the elimination of discrimination and racism.	Managers
Work towards being representative of the general workforce through fair and equitable hiring practices that promote equality and equity.	Managers
Advertise position vacancies to an assortment of outreach/advocacy agencies.	Managers
Continue to encourage and support Outreach Committees and staff to participate in career and job fairs to present information concerning recruitment in the B.C. Public Service.	Multiculturalism Advisor / Outreach Committees/ Human Resources Branch / all Managers
Encourage staff from diverse backgrounds to receive training to participate on hiring panels.	Multiculturalism Advisor and all Managers
Promote a management style that respects diversity.	All Managers
Cultivate understanding and acceptance of cultural diversity among employees.	All Managers
Continue to develop culturally competent services. Continue to look for ways to enhance delivery of services and make recommendations for change as needed.	All Managers

1. EXECUTIVE SUMMARY

The Ministry of Women's Equality is committed to promoting and supporting the goals established by public policy for a multicultural society in British Columbia; to fostering a climate of respect for, and inclusion of, diversity; and to creating systemic change so that all women in British Columbia have an opportunity to participate in and contribute to the social and economic life of this province.

British Columbia's success, prosperity and well-being will be assured only when women are able to participate fully, freely and actively in social, political, economic and cultural life. For this to occur, women need to be economically independent, safe, healthy and treated justly.

The ministry provides leadership, advocacy and advice within government to advance women's equality, particularly in the areas of economic independence and security, personal safety, and social well-being. Through its programs, it works to stop violence against women with a continuum of prevention, intervention and justice initiatives. As a central agency, through gender analysis of legislation and policy, and by working with other ministries, the ministry endeavours to ensure that women's needs and experiences are reflected in government legislation, policies, programs and services. In all of its work, the impact of decisions on women is analyzed and understood in the context of their diverse life experience and background as affected by their race, ethnicity, ability, age, sexual orientation, geographic location and socio-economic status.

During 2000/2001, the ministry continued to reflect its commitment to multiculturalism in its core programming, by providing program funding to ensure access to services for women from diverse cultural backgrounds who are survivors of violence, or who are leaving abusive relationships. It expanded its programs by the development of a new office, the Centre for Workplace Excellence, which will, beginning in 2001/2002, provide services and resources to employers to encourage workplace diversity, prevent harassment, promote pay equity, and establish work-life balance initiatives for employees.

The ministry undertook a major series of consultations with women throughout the province concerning the development of a strategy for women's economic equality, in which the perspectives of women from diverse backgrounds were specifically sought and encouraged. It supported increases in the minimum wage, which affected service and domestic workers, many of whom are immigrant women and women of colour, and similarly supported the principles of pay equity, which will improve the earning capacity of women in gender segregated occupations and doubly disadvantaged by their race, colour or place of origin.

In 2000/2001, the Ministry of Women's Equality had 86 FTE's. As a small employer, it encourages and values the diversity of its staff. Corporate training initiatives in the year focused on enabling several staff members to participate in a Leadership in Diversity training program, and on an extensive examination of the work culture of the ministry.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

Vision: The Ministry of Women's Equality envisions a society where women have economic and social equality. Its work, whether in advocating for all women, or delivering services to women who have experienced violence, is founded on the values of equality, inclusiveness, and integrity.

The Assistant Deputy Minister for Policy and Programs is the ministry's sponsor for multiculturalism. The ministry supports multiculturalism goals through the position of a Special Advisor on Diversity, which is responsible for co-ordinating the actions taken by the ministry to achieve multiculturalism objectives, both in the areas of internal corporate policy, and in the ministry's provision of advice and assistance to other government ministries and agencies on matters related to women's equality.

The ministry has an Employment Equity Committee, of which the Special Advisor on Diversity is a member. The ministry also participates in interministry networks and committees to collaborate, provide gendered analysis, and share resources and best practices in multicultural-

ism, including the Inter-Ministry Committee on Immigration Policy and the Inter-Ministry Committee on Multiculturalism.

Consultation on Economic Strategy for Women

A major policy focus for the ministry in 2000/2001 concerned initiatives it took in support of its goal to advance women's economic independence and security. The ministry held a series of consultations across the province, towards developing an economic strategy for women in British Columbia, and to help inform the future work of the ministry.

A discussion paper, *Women's Economic Security and Pay Equity*, released in June 2000, provided the basis for discussion of how government could work with business, labour, local government and women's equality seeking organizations to promote economic equality for women in B.C. In the fall, the ministry hosted eight regional forums, and in October, B.C.'s first provincial conference on women's economic issues, *Beyond the Gap*.

This conference was followed by five economic equity forums held in the winter of 2001, to receive input specifically from women who face multiple barriers because of their race, colour, ancestry and place of origin, disability, or sexual orientation. Economic issues of major concern to women of colour, including immigrant and refugee women, were discussed in one of these forums; in two others, issues specific to urban and rural aboriginal and Métis women were addressed.

A forum for lesbians, and one for women with disabilities, also drew as participants women of colour and aboriginal women who shared these issues. In the preparation for each of these five forums, ministry staff encouraged the involvement of participants by working closely with an advisor from the communities represented at the forums.

Valued Voices: A Report on Women's Economic Equality, summarizing the results of these consultations, was released in May 2001, to all those who participated in the consultative process. The report included recommendations from the participants for government action to advance women's economic equality, and identified measures speaking to women's diverse circumstances.

Policy Analysis

In its central agency role in government, the ministry reviews legislation and policy to assess economic and social barriers for women, and identify opportunities for creating systemic change. In providing policy advice, the ministry uses gender based analysis of government initiatives that include consideration of additional barriers that women may face because of their race, ethnicity, first language, ability, sexual orientation, age, geographic location, and socio-economic status.

The ministry also collaborates with other ministries and government agencies on initiatives that focus on the inclusion of women facing barriers because of their racial, ethnic or cultural backgrounds.

In 2000/2001, the ministry worked in partnership with the Ministry of Health, Ministry of Multiculturalism and Immigration, and community stakeholders, to develop ways to improve accessibility by foreign-trained nurses to the B.C. nursing profession. This included providing $10,000 to support the development of *Foreign Trained Nurses in BC: Issues and Opportunities Action Plan*.

The ministry provided policy advice to the legislative proposals for increases to the minimum wage in the *Employment Standards Act*, and inclusion of pay equity provisions in the *Human Rights Code*. In this, the ministry took into account the information received through its consultations on a strategy for women's economic equality in B.C.

Outreach to Employers

Also in 2000/2001, the ministry began to develop the Centre for Workplace Excellence (CWE), in partnership with business, local government, and labour. The CWE will open in 2001/2002, to provide resource materials and services to small and medium-sized businesses and small local governments in supporting work-life balance initiatives, promoting and valuing workplace diversity, preventing harassment, and pay equity.

The CWE has formed a client advisory committee with representation from business, local government, labour and academia, and includes members from aboriginal and multicultural groups.

Community Based Projects

The ministry dedicated resources to serving a culturally diverse province by funding a number of community based projects throughout the year.

Under its Public Education Grants Program, the ministry made contributions to non-profit organizations for innovative community education projects on issues of women's equality. Several of the funded projects targeted specific cultural groups, including:

Carrier Sekani Family Services ($2500) to support the aboriginal health conference, *Healing our Family, Rebuilding our Nation*, held October 18-20, 2000. The conference addressed health and social issues especially relevant to northern B.C. communities, supporting aboriginal women to live healthy lives and raise healthy children.

Filipino Nurses Support Group ($20,000) for the project *From Registered Nanny to Registered Nurse: A Strategy for Change*, intended to address barriers to Filipino nurses' full employment in B.C.'s health care system.

Aboriginal Women's Action Network ($5,000) for the project *Restorative Justice – Aboriginal Women, Violence and the Law*, to help ensure that aboriginal women's per-

spectives are reflected in the use of restorative justice measures, particularly in cases of violence against women.

First National Aboriginal Women in Leadership Conference ($10,000), *Preparing for the Challenges that Await Us in the New Millennium*, which will help ensure that the voices of aboriginal women are heard in the development of social and economic policy.

The Public Education Grants Program also made a contribution towards the 52nd Annual Conference of the International Association of Official Human Rights Agencies (IAOHRA). The ministry participated in planning this event, held in Vancouver in August 2000. Topics at the conference central to women's human rights included the feminization of poverty, racism, indigenous rights, ethnic conflict, employment equity and anti-harassment best practices.

A review of the Public Education Grants Program was begun at the end of the fiscal year, to be completed in 2001/2002. It is anticipated that the evaluation criteria for public education grants will include attention to issues of diversity, including multiculturalism.

In 2000/2001, the ministry also conducted a review of A Safer Future for B.C. Women, a program that funds non-profit, equality seeking organizations to develop community partnerships to prevent violence against women. The review highlighted strategies to simplify the application process, improve access to the program for First Nations and multicultural groups, enhance information sharing on best practices in violence prevention, and incorporate ongoing evaluations of the program's outcomes.

Under *A Safer Future for B.C. Women* program, a grant in the amount of $34,900 was provided to the B.C. Coalition to Eliminate the Abuse of Seniors (BCCEAS) for a project that focused on reducing immigrant women's vulnerability to violence, "Seniors

Working to Prevent Violence in the Indo-Canadian Community". The project aimed to create awareness and strategies to prevent violence against senior women in that community, to develop and distribute culturally-specific educational materials on prevention of violence against senior women, and to provide a sustainable model transferable to similar communities of senior women from diverse ethnic populations.

Services to Stop Violence against Women

The ministry's core programs aim to stop violence against women through the delivery of a range of prevention, intervention and justice initiatives. Services are provided by contracting with community-based agencies and organizations throughout the province to provide transition house services, counselling and support for women experiencing violence, and for children who witness abuse. In the administration of these contracts, the ministry is aware of the need to provide services to women from diverse backgrounds and with diverse needs.

The ministry funded the Vancouver and Lower Mainland Multicultural Family Support Services Society to provide services for immigrant and visible minority women who are experiencing violence. They provide one-to-one counselling, support groups, legal advocacy, children's programs and community outreach. Their services include supporting women before, during and after their stay at a transition house.

The ministry contracted with Réseau-Femmes Colombie-Britannique to provide crisis information and referral services in French through a toll-free line. This service was intended to enhance the health and safety of francophone women through increased access to information in French about violence against women, and referral to local services funded by the ministry.

Training subsidies for women-serving agencies and front-line workers focused on Stopping the Violence core training in 2000/2001. The training provider (B.C. Association of Specialized Victim Assistance and Counselling Programs) addressed cultural diversity in two ways: by ensuring that a woman of colour was in a leadership role as co-facilitator, and by integrating cultural diversity as part of the course content.

Staff worked with community partners to examine how the ministry's violence prevention work addresses the specific concerns of violence against women of colour, aboriginal women, lesbians, young women, and older women.

The ministry continues to provide funding and training subsidies to improve accessibility to transition houses' programs by aboriginal women and women of diverse cultural backgrounds.

During the Prevention of Violence against Women Week, the ministry presented the second annual "Building a Safer Future Awards", to recognize and honour the exemplary work done by individuals and organizations in B.C. to prevent violence against women. The awards are a partnership between the ministry, the BC/Yukon Society of Transition Houses, and the British Columbia Association of Specialized Victim Assistance and Counselling Programs (BCASVACP). The awards were advertised in ethnic media and the decision panel was culturally diverse in its representation.

This year, the "Special Projects Award" went to the Bread and Roses Women's Centre in Kitimat for its community approach to stopping violence in relationships, focusing on rural and isolated areas, including First Nations communities.

The "Honouring Diversity Award" is presented to a woman (aboriginal woman, woman with disabilities, immigrant woman, woman of colour, lesbian, sex trade worker, elderly woman, poor woman, or an isolated

woman) who has made a significant contribution in making her community a safer place to live. This year, the award went to Pam Horton, President of the B.C. Coalition of People with Disabilities, for her advocacy to end violence against women and to address the specific needs of women with disabilities.

The ministry also continued to work with other government and community partners on initiatives to increase awareness of the complexity of issues facing aboriginal, immigrant and visible minority women who experience or who are at risk of violence, and on the most appropriate responses.

In June 2000, the ministry and the Ministry of the Attorney General met with women's groups to discuss systemic biases in the justice system, and its failure to protect aboriginal women in their communities from violence because of the effects of power imbalances, racism and sexism.

Following these meetings, the Attorney General undertook to improve training on sexual assault, violence against women in relationships, and criminal harassment, for all sectors of the justice system, emphasizing the dynamics of power and control inherent in crimes of violence against women, and protective strategies to manage safety and risk, particularly recognizing the vulnerability of women living in small and isolated communities in BC.

Communications

The ministry's information, documents and materials reflect the cultural diversity of our communities. Its Web site, upgraded in 1999/2000, now highlights the availability of resources in other languages.

In 1999/2000, the ministry published *Women Count 2000*, a special millennium edition of *Women Count: A Statistical Profile of Women in British Columbia*. In this edition, a greater profile was given to women of aboriginal ancestry, visible minority women and women with disabilities.

A number of documents produced by the ministry are available, in high demand languages, on the ministry's Web site and in hard copy:

- *Live Violence Free* – a booklet on preventing violence against women, printed in English, Chinese, Punjabi and Japanese;
- *Keeping Safe – Women at Work* - a poster offering tips and advice for improving women's safety in the workplace printed in English, Korean, Chinese, Spanish and Punjabi;
- *Are You Being Stalked?* – a wallet card, explaining criminal harassment and steps women can take if they are being stalked, printed in English, Chinese and Punjabi;
- *Women's Economic Security and Pay Equity: A Discussion Paper* – printed in English, Chinese and Punjabi; and
- *Women's Economic Independence and Security: A Federal-Provincial/Territorial Strategic Framework* – developed for the use of Federal-Provincial/Territorial Ministers Responsible for the Status of Women, to guide their work towards economic gender equality, printed in French and English.

As in previous years, the ministry raised awareness of the contributions and experiences of women from all walks of life, and celebrated women's diversity by promoting key dates such as Women's History Month, Black History Month, Multiculturalism Week, Prevention of Violence against Women Week, and International Women's Day.

During Women's History Month, the experiences of diverse groups of women were highlighted in *Our Heritage*, a timeline marking historic events for women in B.C. and Canada. The ministry distributed an opinion editorial for Black History Month.

As part of its International Women's Day activities, the ministry prepared a quiz which profiled and celebrated the lives and contributions of women, including visible minority and aboriginal women. In its December 6 remembrance ceremony, the ministry featured women from diverse communities in positions of honour in the memorial service.

Under the ministry's advertising plan to inform the multicultural community of its services and public education materials, advertisements were placed in the Tsing Tao News and an Indo-Canadian magazine, Tamana, advising readership about our publications and the women's economic forums.

The ministry maintains a library, and collects resources on all topics related to women's equality. In addition, ten times a year, the Library produces a calendar of events for and relating to women, plus three special editions, all of which are published on its Web site.

The ministry again took a role in the *Live Violence Free* public education campaign, a joint partnership initiative between government, the community and the

B.C. Broadcasters' Association, to help increase awareness of the root causes of violence and encourage community based prevention initiatives. Year One (1999/2000) of the campaign focused on the ministry and violence against women, with attention to making it meaningful for diverse ethno-racial communities. In Year Two (2000/2001), the ministry developed the television advertisements used by the Ministry of Education in its Safe Schools anti-bullying campaign. In its third year, 2001/2002, the ministry will work with the Ministry of Multiculturalism and Immigration to develop its campaign.

In September 2000, the ministry took part in Multiculturalism B.C.'s annual Ministry and Crown Corporation Multiculturalism Recognition Program, receiving an award in recognition of its work in Year One of *Live Violence Free*, as an initiative promoting the delivery of culturally responsive services.

Staff Resources

The ministry has a Special Advisor on Diversity, and an Employment Equity Committee. As part of its commitment to creating a diverse workforce, representative of the population of BC, the ministry posts bargaining unit positions with a hiring preference for members of designated employment equity groups, whenever feasible. Recruitment outreach to multicultural organizations across the province is done on all out-of-service postings.

In 2000, 35% (5 out of 14) of regular hires, and 66% (6 out of 9) of auxiliary hires, were members of an employment equity group (aboriginal people, members of visible minorities, people with disabilities), for an overall total of 48% (11 out of 23) of all hires for the ministry.

Based on a 72.1% return rate of a survey sent out in January 2001, the ministry's workforce representation includes 16.3% who are persons with disabilities, 7.0% who are aboriginal people, and 9.3% who are members of visible minorities. The ministry may be distinguished as the only government agency in which women make up 82% of all Upper Level Management positions (6 of 8 Branch Directors, 2 Assistant Deputy Ministers, 1 Deputy Minister).

In 2000/2001, the ministry continued to encourage staff training in multiculturalism, anti-racism, and working effectively with people from culturally diverse backgrounds.

Staff participated in the PSERC courses: Discrimination Prevention, Aboriginal Cultural Awareness, Valuing and Welcoming Diversity in the Workplace, and Reasonable Accommodation. Staff was also supported in participating in employee associations such as the Visible Minority Employees Association, the Aboriginal Employees Association, the Gay and Lesbian Employees Association, and the Employees with Disabilities Association.

Four staff members, including the Special Advisor on Diversity, attended an intensive training program, Leadership in Diversity, at Royal Roads University. The ongoing work of the ministry in fostering a culturally responsive organization and society, will be enhanced by the application of the principles learned in the program, and shared by the participants with other ministry staff.

In addition, the ministry undertook a major internal training initiative, to examine its organizational culture and methods of conducting its business. The Special Advisor on Diversity was a member of the planning committee for this initiative. It is anticipated that the learning outcomes from this organization-wide exercise will inform the ministry's work in implementing its Annual Business Plan in Multiculturalism for the year 2001/2002.

3. THREE-YEAR STRATEGIC PLAN

The strategic goals for multiculturalism set out in the ministry's Annual Report for 1999/2000 remain the guiding principles for this year's report, as follows:

- Integrate the perspectives of women from diverse backgrounds in program delivery processes, as a way of doing business, to move from a model of accommodation to one of integration.
- Develop a base of knowledge about the historical context, needs, concerns, priorities, and particular challenges of women from diverse ethno-cultural communities to develop the most effective and inclusive policy strategies.
- Work across government to ensure that women's experiences and views, as diverse as the population, are fully discussed and addressed in the development and review of government policy, legislation and programs.
- Enhance access by the multicultural community to ministry programs, services and opportunities by ensuring diverse representation on consultation initiatives and by making key ministry information, in publications and on the website, available in high demand languages.
- Enhance human resource management processes to improve cultural competencies of staff, both in terms of increased diverse representation and increased awareness of multiculturalism and anti-racism.

4. ANNUAL BUSINESS PLAN

In 2001/2002, the Ministry of Women's Equality intends to take a threefold approach to integrating multiculturalism and diversity initiatives into the work of the ministry.

1. **Maintain our commitment to continued delivery of current programs and services that respond to the needs of women from diverse backgrounds, life experiences and circumstances.**

- To fund community-based organizations to provide services for immigrant and visible minority women who are experiencing violence.
- To work with other government and community partners on initiatives to increase awareness of the complexity of issues facing aboriginal, immigrant and visible minority women who experience or are at risk of violence, and on the most appropriate responses to these issues.

- To reflect the cultural diversity of British Columbia in the content of the ministry's publications, on its website, in public education initiatives, events and media outreach.
- To consult with women of diverse backgrounds and integrate their needs into the ministry's policy analysis and program development.
- To participate with ministry and community partners working on issues of foreign accreditation affecting the ability of women to participate in the B.C. labour force.

2. **Expand the scope of the ministry's activities in which diversity is a component.**

- To promote diversity in the workplace by making resources available to employers through the Centre for Workplace Excellence, including:
- a curriculum for a "train the trainer" program and workshop on valuing diversity;
- an on-line diagnostic tool for assessing workplace diversity;
- a virtual resource centre, including a web-interface multifunction data base, to assist employers to find resources related to diversity; and
- an awards program for achievements in workplace diversity.
- To complete the review of the Public Education Grants Program, and include diversity as a factor in determining funding support.
- To raise the level of awareness regarding barriers and needs of women from diverse communities, to inform the work of government.
- To consider the needs of women in diverse communities when developing initiatives stemming from the consultations on the economic strategy for women.

3. **Strengthen the ministry's ability to coordinate and integrate multiculturalism and diversity into its structure and functions.**

- Establish a Diversity Committee within the ministry, the members of which would comprise a cross-functional team from all program areas. In its first year, the Diversity Committee would:
- undertake an assessment of the ministry as a culturally responsive organization;
- review the ministry's three year Strategic Plan for Multiculturalism, and Multiculturalism Policy;
- monitor the initiatives taken by the ministry under its Multiculturalism Annual Business Plan;
- ensure the integration of the planning process required by the *Multiculturalism Act* with the ministry's employment equity initiatives, and, with the annual performance planning and branch planning processes of the ministry
- provide input to the 2001/2002 Multiculturalism Annual Report.
- Encourage staff to enhance their understanding of multicultural issues through training and participation in multicultural activities.

1. EXECUTIVE SUMMARY

This report covers B.C. Assessment's activities during the year up to and including May 31, 2001. In this time frame, B.C. Assessment continued to move its multiculturalism policy and practice forward. A Corporate Overview is also included in this report to place Highlights and Accomplishments in context. The summarized Highlights and Accomplishments during the reporting period are:

- **Executive Commitment:** an Executive Director, Community Relations and Marketing was hired with subsequent restructuring of communications and marketing. Executive commitment is also evident in the 2001-2005 Performance Plan, which identifies diversity and multiculturalism within three of its strategic goals.
- **Corporate Business Planning and Operations:** B.C. Assessment's 22 field offices reported on their many multiculturalism activities.
- **Communications:** B.C. Assessment's Language Skills Bank received a Multiculturalism award from the Ministry of Multiculturalism and Immigration. Translations of the Assessment Notice Insert were again available in high-demand languages. Relations with diverse communities were enhanced through the work of the Ethnic Media Team, the Steering Committee on Royal Roads University - Leadership in Diversity, staff attendance at international conferences and communications consulting work.
- **Policy, Planning and Evaluation:** were advanced by B.C. Assessment's Continuous Improvement Measures (CIM), Corporate Social Responsibility (CSR) and Pay Equity initiatives.
- B.C. Assessment continues to support **Training and Education** for employees through formal and informal courses in diversity and harassment and violence prevention. In 2000, B.C. Assessment helped develop a Leadership in Diversity program with Royal Roads University.
- **Community Outreach:** B.C. Assessment increased its involvement in career fairs and other outreach activities in 2000. The corporation also continued to offer work placements for student/youths and designated group members and took further steps towards employment equity.

B.C. Assessment's Three-year Strategic Plan uses the Benchmarks, Indicators, Examples, and Assessment Tool provided by Multiculturalism B.C. and the resources of its Language Skills Bank volunteers, Multiculturalism Committee and others within B.C. Assessment. B.C. Assessment's Multiculturalism Annual Plan (Draft) May 31, 2001 - May 31, 2002 outlines activities and measurable results for the coming year subject to Executive and Board approval.

Documentation supporting the basic report is attached: Report on the 2000-2001 Annual Multiculturalism Plan, Office/Division Feedback, Assessment Notice Insert, Web Site Translations, News Content Analysis, 2001-2005 Performance Plan, Sample Clippings and Internal Newsletter articles on multiculturalism.

2. B.C. ASSESSMENT CORPORATE OVERVIEW

B.C. Assessment provides an independent, uniform and efficient real estate valuation classification and information system for the people of British Columbia and for all levels of government.

B.C. Assessment is responsible for identifying property ownership, classifying property by use and estimating actual value. It produces Assessment Rolls for tax jurisdictions and provides Assessment Notices to all property owners. In 2001, B.C. Assessment mailed approximately 1.6 million Notices.

B.C. Assessment is an independent corporation accountable to a Board of Directors appointed by Government. Its CEO is the Assessment Commissioner.

B.C. Assessment has 689 FTE employees working in 22 assessment areas throughout the province and a head office in Victoria. Property appraisers in large urban areas as well as remote, rural and wilderness areas have routine contact with property owners. This work involves entering homes, businesses, farms and other properties on a daily basis.

Employees also have extensive and direct contact with people over the counter, by telephone, and by email. Employees also appear before the Property Assessment Review Panel (PARP) to represent B.C. Assessment during the annual six-week review period.

In 2000, B.C. Assessment's expenditures totaled $61.2 million. Revenue raised by all taxing jurisdictions based on the assessed values totaled approximately $4 billion. This revenue is used to finance local government and some provincial services in B.C. communities.

The *Multiculturalism Act* of July 1993, and the subsequent passing of B.C. Assessment's Multiculturalism Policy in September 1994, reinforces and supports this organization's commitment to its internal and external customers.

Equity, fairness and uniformity in the assessment of property values across the province is of paramount importance to B.C. Assessment. The quality of B.C. Assessment's work is considered outstanding by provincial, national and world standards.

One measure of public acceptance of the Assessment Roll and Notices is that less than one percent of residential properties was appealed to the PARP. A news content analysis following publication of the 2001 Assessment Roll also indicates that news coverage of B.C. Assessment was far more positive than was average news coverage in the province. For news coverage of B.C. Assessment, 68% was positive, 26% was balanced and 5% was negative. As a benchmark, 33% of B.C. news stories on average are positive, 41% are balanced and 25% are negative.

Because of B.C. Assessment's reputation, the corporation is often asked to share its expertise with other jurisdictions in Canada, Commonwealth nations and in the world valuing community. Indeed, representatives from other jurisdictions often visit B.C. Assessment offices for presentations. Audiences include numerous other nations, states, and local jurisdictions. Employees also present B.C. Assessment information to community, school and service groups.

Multiculturalism concepts apply to both domestic and international markets. The development of a diverse workforce and enhanced respect for all people is a cornerstone of sound business practice within B.C. Assessment.

3. HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

B.C. Assessment continued to reorganize its operational structure during the reporting period.

In April 2001, a new Executive Director, Community Relations and Marketing was hired. Subsequent restructuring of communications and marketing will support the focus on community relations, social responsibility, multiculturalism, marketing and diversity.

As of this report the corporate structure consists of three Executive Directors of Assessment who report on a regional and functional basis on Standards, Policy and Valuation. There is also an Executive Director, Corporate Services responsible for Human Resources, Finance and Information Services. As of April 17, 2001, a new Executive Director, Community Relations and Marketing oversees marketing and communications divisions.

Executive commitment is also apparent in the 2001-2005 Performance Plan. Multiculturalism and diversity targets are outlined in three of its strategic goals:

Customer Service

- *Goal* - To provide a level of service that exceeds our customers' expectations.
- *Target* - Annual initiatives will be developed to continue to strengthen and expand our relations with local governments and First Nations.

Human Resource Leadership

- *Goal* - To foster a climate that encourages personal growth, continuing corporate success, workforce diversity, and commitment to our shared vision.
- *Target* - By 2003, our overall workforce will reflect the diversity of the province we serve.

Community and Social Responsibility

- *Goal* - To help strengthen the communities we serve and to enhance the social and economic environment of British Columbia.
- *Target* - Each year, B.C. Assessment will develop and implement initiatives to support the provincial government's multiculturalism goals and objectives.

Corporate Business Planning and Operations

B.C. Assessment has 22 field offices across British Columbia and Head Office divisions located in Victoria. Each office or division performs annual business planning that incorporates multiculturalism initiatives. At the end of the cycle each office reports on those initiatives (See Office/Division Feedback).

Communications

Communications plays a vital role in facilitating understanding and implementation of multiculturalism initiatives.

B.C. Assessment received a Multiculturalism Award in 2000 for its Language Skills Bank volunteer program from the Ministry of Multiculturalism and Immigration.

The 2001 Assessment Notice Insert was translated into 11 languages: Chinese, French, German, Hindi, Punjabi, Farsi, Japanese, Vietnamese, Korean, Italian and Spanish (See Assessment Notice Insert). This is an ongoing initiative that is in its ninth year.

Interested property owners can access copies of translations from area offices throughout the province or from B.C. Assessment's web site at www.bcassessment.bc.ca (See Web Site).

For the eighth consecutive year, news coverage of B.C. Assessment was more positive than was the average news coverage for all large public and private sector organizations in British Columbia. An independent analysis, conducted by Verus Group International, reported that 68% of coverage of B.C. Assessment was positive, 26% was balanced, and 5% was negative. As a benchmark, 33% of B.C. newspaper stories on average are positive, 41% are balanced, and 25% are negative (See News Content Analysis).

Internally, B.C. Assessment continued to use communications to broaden staff awareness of the importance of multiculturalism (See Internal Newsletter). Externally, Communications staff participated in international conferences and performed consulting work for the Appraisal Institute of Canada (AIC) and the Indian Taxation Advisory Board (ITAB).

Policy, Planning and Evaluation

In the past year B.C. Assessment embarked formally on the path of Corporate Social Responsibility (CSR). Multiculturalism is one of its key priorities.

Performance evaluation is central to B.C. Assessment's success. To this end, B.C. Assessment plans to conduct a Social Audit of its social and environmental practices by the end of 2001. Multiculturalism benchmarks have also been incorporated into B.C. Assessment's Continuous Improvement Measures (CIM), which identifies more than 100 performance indicators spanning the breadth of operations.

Human Resources recruitment, training, and succession planning were also priorities.

Training and Education

B.C. Assessment continues to support and/or offer formal and informal training and education programs. In 2000, B.C. Assessment helped develop a Leadership in Diversity program with Royal Roads University to raise awareness and skill with respect to multiculturalism. Two Deputy Assessors attended the inaugural program from October 2000 to April 2001.

Violence and harassment workshops and diversity training are offered to staff on an ongoing basis. The majority of B.C. Assessment staff has had training. One session was held in May 2001 to reach new staff as well as anyone else who had not received training.

Information on multiculturalism is regularly disseminated through articles, news clippings, multifaith calendars, Multiculturalism B.C. posters and other media. These materials ensure that multiculturalism remains an integral part of B.C. Assessment's policies and everyday practice.

Community Outreach

During this reporting period, B.C. Assessment field and human resources staff has been involved in 22 career fairs including the Sto:lo Nation's "Visions for the Future" and a Port Alberni Friendship Centre event. Each year BCA is able to increase its contacts within First Nations' communities through these venues.

Career fairs focusing on youth, First Nations, women, ethno-cultural groups and people with disabilities occur at different times throughout the year.

Last year, recruitment posters and packages were sent out to: 68 First Nations agencies and bands; 21 disability agencies; and 23 ethnic agencies. Generic presentation materials were delivered to all local offices and secondary schools province-wide to facilitate outreach programs at high schools, colleges, universities, and other organizations.

As in past years, B.C. Assessment partnered with local schools to offer work practicums for people within designated groups. Human Resources co-ordinated many of these placements in 2000/01.

4. THREE-YEAR STRATEGIC PLAN

Introduction

Under the *Multiculturalism Act*, B.C. Assessment is required to submit an annual report every May 31st to the Ministry of Multiculturalism on it's initiatives in support of the Act.

As a member of the Multiculturalism B.C. Crown Committee, B.C. Assessment has participated in developing longer-range goals and objectives for multiculturalism. B.C. Assessment recognizes the time constraints for all ministries and Crowns and supports the streamlining of the reporting process to focus on achievements and outcomes.

B.C. Assessment has embraced the three-year reporting framework for annual reports on multiculturalism. This is the second year that B.C. Assessment has reported on its progress in meeting the Act stipulations. A process has been implemented to involve employees of diverse backgrounds in prioritizing activities based on the Assessment Tool. Staff opinions are key to the development of the Three-year Strategic Plan and Annual Plan.

Process - Implementation Stage

B.C. Assessment created a volunteer group of employees, known as the Language Skills Bank, eight years ago to provide language assistance to customers who do not have English as their mother tongue. With more than

1.6 million property owners in British Columbia there is a business case for providing services in other languages to foster understanding of the market value real property taxation and assessment system in British Columbia. Translations of the Assessment Newsletter Insert also facilitate this process.

Volunteers from the Language Skills Bank are available for direct telephone or counter assistance. They also provide the cultural context to explain B.C. Assessment's function to people.

This group of some 35 individuals has been dealing directly with people successfully to provide information in the following languages: Arabic, Carrier, Chinese, Dutch, French, German, Greek, Hindi, Hungarian, Latvian, Norwegian, Punjabi, Spanish, and Tagalog.

In 1999, this well-established group was used as an important sounding board for Multiculturalism BC's Benchmarks, Indicators and Examples. Volunteers were asked to use the Assessment Tool and complete a survey to help provide direction to the B.C. Assessment Executive in developing this Three-year Multiculturalism Strategy.

This submission represents B.C. Assessment's report on year two of this strategy (See Report on Multiculturalism Annual Plan 2000-2001).

5. THREE-YEAR MULTICULTURALISM STRATEGY

Goal - Executive Leadership: In B.C. Assessment multiculturalism issues are comprehensively included and communicated in corporate strategic business and performance plans and in annual plans. There is leadership and accountability demonstrated in multiculturalism issues.

- *Target* - By 2001 ensure that the Corporate Strategic Plan and Annual Plan include multiculturalism goals and objectives
- *Target* - By 2002 all committees will be reviewed to ensure that they reflect the cultural diversity of the province.
- *Target* - By 2001 an executive sponsor will be responsible for multiculturalism who personally initiates, participates and involves staff in achieving outcomes in multiculturalism.
- *Target* - By 2002 mechanisms and processes for involving employees at all levels in achieving outcomes in multiculturalism will be reviewed by the Multiculturalism Committee and Executive Committee members

Goal - Communications: All communications responds to the needs of the cultural diversity of British Columbia and promote the goals and objectives of the Multiculturalism Act.

- *Target* - The organization's commitment to multiculturalism is actively promoted on an ongoing basis to staff and to the public on an annual basis and subsequently reported through the mandate of the Multiculturalism Act.
- *Target* - Translations will continue to be provided in high demand languages to serve our culturally diverse communities where a business case exists.
- *Target* - The ethno specific media and community organizations will continue to be offered B.C. Assessment presentations and culturally sensitive material that promotes and publicizes access to B.C. Assessment's programs, services, employment and business opportunities.
- *Target* - B.C. Assessment will continue a high level of annual participation in crown and government wide committees to collaborate and share resources and best practices in multiculturalism.
- *Target* - On an annual basis communications initiatives will be documented for reporting to the executive, board and the Minister responsible for Multiculturalism.

Goal - Resource Management: B.C. Assessment's resources and operations are managed to support the goals and objectives of the Multiculturalism Act.

- *Target* - By 2002 the contracting process employed by B.C. Assessment will be reviewed to ensure that information is provided to potential contractors from ethno-cultural communities of the province.
- *Target* - By 2002 surveys of ethno-cultural communities will help identify organizational barriers for participation with B.C. Assessment.
- *Target* - By 2003 any organizational barriers for participation of members of the ethno-cultural communities will be reviewed and eliminated.

Goal - Policies, Programs and Services: B.C. Assessment's policies, programs and services comply with and support the goals and objectives of the *Multiculturalism Act*.

- *Target* - By 2001 the specific multiculturalism policy will be reviewed by the Multiculturalism Committee members and the Executive.
- *Target* - By 2002 B.C. Assessment will document and review its culturally responsive services to communities and the public. This documentation will serve to improve services in subsequent years.
- *Target* - By 2002 B.C. Assessment will review its expertise and contacts to provide culturally competent services to the communities it serves.
- *Target* - By 2003 B.C. Assessment will review services, programs, products, policies and procedures to ensure that they are culturally responsive in the local communities that they serve. This will be reported on.

Goal - Evaluation: B.C. Assessment's corporate programs, policies, services and operations are evaluated in a manner responsive to the multicultural reality of British Columbia, and meet the goals and objectives of the Multiculturalism Act.

- *Target* - By 2002 the performance of executive members will be measured for achieving outcomes for multiculturalism.
- *Target* - By 2003 managers will be evaluated, as part of their performance appraisal, on cultural competence.
- *Target* - Each year accountability by area office and head office divisions in meeting multiculturalism objectives will be reported on and communicated to staff.
- *Target* - On an ongoing basis staff training needs will be reviewed to ensure that B.C. Assessment is serving a culturally diverse province in an appropriate and effective manner.
- *Target* - On an ongoing basis B.C. Assessment's training for multiculturalism, anti-violence, anti-racism and other diversity issues will be carried out and revisions incorporated as required. These will be communicated back to all staff.

6. B.C. ASSESSMENT MULTICULTURALISM ANNUAL PLAN 2001-2002

- By 2002 all committees will be reviewed to ensure that they reflect the cultural diversity of the province.
- By 2002 mechanisms and processes for involving employees at all levels in achieving outcomes in multiculturalism will be reviewed by Multiculturalism Committee and Executive Committee members.
- By 2002 the contracting process employed by B.C. Assessment will be reviewed to ensure that information is provided to potential contractors from ethno-cultural communities of the province.
- By 2002 surveys of ethno-cultural communities will help identify organizational barriers for participation with B.C. Assessment.
- By 2002 B.C. Assessment will document and review its culturally-responsive services to communities and the public. This documentation will serve to improve services in subsequent years.
- By 2002 B.C. Assessment will review its expertise and contacts to provide culturally-competent services to the communities it serves.
- By 2002 the performance of executive members will be measured for achieving outcomes for multiculturalism.

The following initiatives are ongoing:

- The organization's commitment to multiculturalism is actively promoted on an ongoing basis to staff and to the pubic on an annual basis and subsequently reported through the mandate of the *Multiculturalism Act*.
- Translations will continue to be provided in high demand languages to serve our culturally diverse communities where a business case exists.
- The ethno-specific media and community organizations will continue to be offered B.C. Assessment presentations and culturally sensitive material that promotes and publicizes access to B.C. Assessment's programs, services, employment and business opportunities.
- B.C. Assessment will continue a high level of annual participation in Crown and government-wide committees to collaborate and share resources and best practices in multiculturalism.
- On an annual basis communications initiatives will be documented for reporting to the executive, board and the Minister responsible for Multiculturalism.
- Each year accountability by area office and head office divisions in meeting multiculturalism objectives will be reported on and communicated to staff.
- On an ongoing basis staff training needs will be reviewed to ensure that B.C. Assessment is serving a culturally diverse province in an appropriate and effective manner.
- On an ongoing basis B.C. Assessment's training for multiculturalism, anti-violence, anti-racism and other diversity issues will be carried out and revisions incorporated as required. These will be communicated back to all staff.

1. EXECUTIVE SUMMARY

BCB.C. embraces diversity and multiculturalism as key elements of its corporate culture. As a service provider, diversity gives us competitive strength by ensuring that we reflect, and are therefore better

able to serve and understand, our customer base. It also creates a stronger organization by respecting and encouraging differing employee perspectives. The resulting diversity of experience and ideas foster creative and innovative approaches to our business. The Corporation also recognizes that its proactive approach to diversity cultivates mutual respect, understanding and increased employee loyalty, all of which make it an "employer of choice" in an increasingly competitive labour market.

BCBC's 2000/01 Multiculturalism Action Plan was ambitious, reflecting the organization's commitment to continuous improvement in this area. As in previous years, BCB.C. met or exceeded the majority of activities planned.

The commitment and leadership of BCBC's Management Committee, President's Committee and the Workplace Diversity Advisory Panel (WDAP) with respect to diversity and multiculturalism remained visible and persuasive. As a result of this leadership, diversity initiatives were viewed as business imperatives and were integrated fully into the business planning and accountability processes. In 2000/01, each of the four Corporate Groups accepted responsibility for establishing business goals and objectives for its assigned designated equity group (i.e., First Nations, Persons with Disabilities, Women and Visible Minorities). Moreover, management participation in and commitment to multiculturalism and diversity events increased from previous years.

In this year, a significant number of initiatives focussed on communicating BCBC's commitment to multiculturalism and diversity, creating understanding and taking steps to further develop a culturally responsive organization. Key initiatives included Corporation-wide recognition and celebration of diversity events, including: Multiculturalism Week, Aboriginal Awareness Day and the International Day for the Elimination of Racial Discrimination. WDAP members continually assessed new communication tools, videos and articles related to diversity and shared these with business groups to increase awareness and understanding. BCBC's website was revised to convey clearly the organization's commitment to diversity to potential business partners, applicants and the general public. Similar changes are planned for the Corporation's Intranet site.

Human resource initiatives focussed on increasing organizational diversity and included extensive outreach to potential employees through participation in 11 job/career fairs and the promotion of employment opportunities through various media including the web, publications and agencies serving the four designated equity groups. These efforts will be strengthened in the 2001/02 human resource business planning initiative.

During the year, the Ministry of Multiculturalism and Immigration presented the Corporation with a Multiculturalism Award in recognition of its commitment to and progress in this area.

The Corporation is proud of its accomplishments in the areas of diversity and multiculturalism but is striving for continuous improvement in these and other areas of its business. We recognize diversity and multiculturalism as a source of strength for our organization. Through the commitment and support of our employees, we will continue to make progress and a positive contribution to the diverse community in which we live and work.

2. BCB.C. MULTICULTURALISM STRATEGIC PLAN 2000/01 PROGRESS REPORT

STRATEGIC OBJECTIVE #1: DEMONSTRATE EXECUTIVE LEADERSHIP

STRATEGY #1.1: Strengthen the language of the Corporation's mission statement and core values to express BCBC's commitment to multiculturalism in a definitive, rather than general, manner.

Tactic #1.1.a: Make recommendations to amend the Corporation's mission statement to communicate our commitment to workforce diversity and operating in a culturally responsive manner.

Responsibility: Management Committee; President's Committee, Directors; Strategic Management and Shareholder Relations

Status: Achieved 2 years ahead of schedule. Originally planned for 2002/03.

Comments: Revised. Changes endorsed by the Board of Directors in December 2000.

Tactic #1.1.b: Make recommendations to amend the Corporation's values statement to communicate our commitment to workforce diversity and operating in a culturally responsive manner.

Responsibility: Management Committee; President's Committee, Directors; Strategic Management and Shareholder Relations

Status: Executive has decided to go beyond a Values Audit, by developing a process for reviewing and renewing corporate values. Initiation timeframes will be determined by October 2001.

STRATEGY #1.2: Ensure that multiculturalism and diversity remain recognized business strategies in all sectors of the Corporation by requiring inclusion of initiatives with goals that support and reflect the Corporation's commitment to multiculturalism in all strategic and business plans.

Tactic #1.2.a: Re-assign responsibility for each designated equity group (women, visible minorities, persons with disabilities and Aboriginal people) to BCBC's corporate group areas.

Responsibility: Management Committee; WDAP

Status: Achieved – Corporate Groups have now been assigned a new designated equity group for a two-year period.

Tactic #1.2.b: Each group establish business objectives, with measurable goals, related to its assigned designated equity group.

Responsibility: Corporate Group Vice Presidents

Status: Achieved and ongoing as an element of business planning process.

Tactic #1.2.c: Vice Presidents monitor and hold Group Directors accountable for meeting established goals.

Responsibility: Vice Presidents

Status: Ongoing.

Comments: Tactic planned for 2001/02 but is already linked to Personal Development Process and integrated into business planning.

STRATEGY #1.3: Ensure that the Corporation's appointed committees reflect the cultural diversity of the province of British Columbia.

Tactic #1.3.a: Support team leaders in including diverse membership when establishing working committees.

Responsibility: Team Leaders

Status: Ongoing.

Comments: This tactic will be revisited next year as part of business planning.

STRATEGY #1.4: Maintain the visibility of Management Committee support for workforce diversity and multiculturalism initiatives.

Tactic #1.4.a: Increase Executive sponsor attendance at Workplace Diversity Advisory Panel meetings to 75%.

Responsibility: Executive Vice President

Status: Achieved and ongoing.

Comments: The executive sponsor's support goes well beyond the attendance of meetings and includes demonstrating a strong commitment to diversity at BCB.C. through tangible actions.

Tactic #1.4.b: Maintain Management Committee participation in diversity and multiculturalism events celebrated throughout the organization.

Responsibility: Management Committee

Status: Achieved.

Comments: There has been a high percentage of participation from Management Committee at all events.

Tactic #1.4.c: Increase President's Committee participation in diversity and multiculturalism events celebrated throughout the organization.

Responsibility: Management Committee; President's Committee, Directors

Status: Partially met.

Comments: There is an ongoing need for improvement in President's Committee involvement at diversity and multiculturalism events. The Corporation needs to evaluate personal commitment of Directors (past and current WDAP members) encouraging them to demonstrate their support through actions.

STRATEGIC OBJECTIVE #2: COMMUNICATE COMMITMENT AND CREATE UNDERSTANDING

STRATEGY #2.1: Use diverse methods to convey the Corporation's commitment to multiculturalism, and educate staff, clients and the public on the importance of multiculturalism as a corporate and social priority.

Tactic #2.1.a: Write articles, progress reports, and etc. for inclusion in the British Columbia Buildings Corporation Post, webpage, annual report and other communication vehicles.

Responsibility: WDAP; Corporate Communications

Status: Partially met and ongoing.

Comments: Articles published in each edition of Buildings Post; Webpage partially complete; Link to Multiculturalism B.C. website exists on Intranet site.

Tactic #2.1.b: Work with the Corporate Communications department to obtain expert advice and explore opportunities to raise awareness of multiculturalism and diversity both within the Corporation and within our client groups.

Responsibility: WDAP

Status: Achieved.

Comments: Tactic integrated into WDAP Business and Communication plan. Business plan and communication plan approved by Management Committee.

Tactic #2.1.c: Identify and circulate materials on multiculturalism and diversity to staff. These may include posters, calendars, videos or information on specific events such as International Day For The Elimination Of Racial Discrimination (March 21st), Multiculturalism Week and National Aboriginal Day.

Responsibility: WDAP; Corporate Groups

Status: Achieved and on going. These materials continue to expand employees' awareness and keeps diversity goals and principles in the forefront of what BCB.C. undertakes.

Tactic #2.1.d: Increase staff involvement in the planning, organizing and evaluating of diversity or multicultural events and increase overall staff participation rate in these events.

Responsibility: WDAP; Corporate Groups

Status: Achieved with participation increased across the board. WDAP is now in the background (in an advisory capacity) as opposed to orchestrating the actual events. Ongoing.

Tactic #2.1.1.e: Reward and recognize staff commitment to and involvement in community and corporate initiatives that support the goals and principles of multiculturalism and diversity. (See Corporation Strategic Plan 2000-2003, Goal 3.4 (Strategy 2).

Responsibility: WDAP; Corporate Groups

Status: Achieved – vouchers offered to coordinating volunteers. Ongoing.

STRATEGY #2.2: Assess all Corporation communication vehicles to ensure they are reflective of and responsive to British Columbia's cultural diversity and convey our commitment to multiculturalism.

Tactic #2.2.b: Continue to utilize culturally inclusive text, images and illustrations for all Corporation-produced publications, videos or other communication material.

Responsibility: Corporate Communications and WDAP

Status: Achieved.

Comments: Career Fair Booth, Annual Report, Website and internal communications all have been updated to reflect diversity and convey the Corporation's commitment to diversity and multiculturalism.

STRATEGY #2.3: Share information on best practices and collaborate with other government, Crown or private organizations on multiculturalism or diversity initiatives.

Tactic #2.3.a: Participate in meetings of the Crown Corporation Committee on Multiculturalism.

Responsibility: HR and WDAP; Executive

Status: Achieved and ongoing.

Comments: Members of the WDAP attend meetings of Crown Corporation Committee on multiculturalism as well as related forums.

Tactic #2.3.b: Explore and develop opportunities for partnerships and joint initiatives to further the goals and objectives of multiculturalism.

Responsibility: HR; WDAP

Status: Achieved and ongoing.

Comments: Practical guides are under exploration/construction for projects such as the Youth Employment Program and GEN Y.; BCB.C. participates in Board of Directors of Canada Council for Aboriginal Business and Leadership in Diversity Program at Royal Roads University; BCB.C. staff member attended first offering of Royal Roads Leadership In Diversity Program. BCB.C. will continue to support employee participation in this course offering.

STRATEGIC OBJECTIVE #3: DEDICATE RESOURCES TO SUPPORT THE DEVELOPMENT OF A MULTICULTURAL ORGANIZATION

STRATEGY #3.1: Review existing human resources policies, procedures, guidelines and practices to identify systemic barriers to full participation of all designated group members. Where barriers are identified, take corrective action when appropriate.

Tactic #3.1.a: Undertake a comprehensive Employment Systems Review:

i) audit written policies, procedures and guidelines on recruitment, compensation, training, advancement and benefits to identify barriers to employment for the four designated equity groups.

ii) conduct focus group meetings with staff members to identify discrepancies between policies and actual practices that affect recruitment, retention and advancement in the organization.

iii) develop and implement recommendations to address identified discrepancies and barriers.

Responsibility: HR

Status: Under review.

Comments: Planned for 2001/02; however, BCB.C. will consult with other Crown corporations regarding their Employment Systems Review findings, and determine if a full Employment Systems Review is warranted.

Tactic #3.1.c: Continue on-going reviews to identify barriers:

i) Conduct exit interviews with all employees who choose to leave the organization to identify their reasons for leaving.

ii) If interviewees cite working environment or barriers to advancement, identify steps to address problems.

Responsibility: HR

Status: Partially met. Ongoing.

Comments: HR identifies trends in information or issues raised during exit interviews (i.e., are people leaving due to other opportunities, conflict, working environments, et cetera). Thus far, exiting members of the Corporation have not cited barriers related to multiculturalism or discrimination.

STRATEGY #3.2: Develop and implement innovative human resource recruitment and retention strategies to increase the diversity of candidates applying for and obtaining work with BCBC.

Tactic #3.2.a: Develop and implement a comprehensive outreach recruitment strategy starting with the following positions:

i) all temporary vacancies.

ii) casual hires.

iii) summer employment.

iv) youth employment.

v) entry level positions.

Responsibility: HR

Status: In progress and ongoing.

Comments: HR is methodically working on this tactic and it will be integrated into current HR business planning; Opportunities are advertised with agencies or organisations serving designated equity group clientele.

Tactic #3.2.b: Educate employment agencies regarding BCBC's commitment to diversity and instruct them to send qualified candidates from the four designated equity groups for temporary positions where possible.

Responsibility: HR

Status: Partially met and ongoing.

Comments: In order to respond to agencies' stated difficulty in attracting a diverse applicant pool, BCB.C. has encouraged participants of career fairs to register with personnel agencies; Agencies have sent referrals for candidates who were strong in past competitions for future consideration and referral.

Tactic #3.2.c: Each year, make a minimum of four outreach presentations on opportunities with the Corporation at career fairs, friendship centres and/or ethnic associations in communities in which we do business.

Responsibility: HR

Status: Exceeded and ongoing.

Comments: Eleven events attended.

Tactic #3.2.d: Develop a strategy for promoting BCBC's employment opportunities and advertising external vacancies with outreach groups or in publications serving the four designated equity groups:

i) develop criteria to determine location and type of positions to be advertised.

ii) establish budget for advertising costs.

iii) advertise 75% of external vacancies through these media.

Responsibility: HR

Status: Achieved (linked to tactic 3.2b listed above) and ongoing.

Comments: Ads are more concise with reference to BCB.C. website; Postings are referred to outreach organizations for greater distribution.

STRATEGY #3.3: Continue to promote diversity, multiculturalism and the creation of a welcoming, inclusive environment through our established and new training initiatives.

Tactic #3.3.a: Explore options for providing a comprehensive orientation to the Corporation for all new permanent employees and temporary/casual employees whose employment continues for more than three months. Regardless of format, the orientation should communicate that diversity is an integral part of the corporate culture and include copies of the Multiculturalism, Valuing Diversity and Preventing Harassment policies.

Responsibility: HR

Status: Partial.

Comments: New employees are introduced to the Corporate Policies and the Corporate commitment to diversity-related principles and objectives; The Corporate Orientation Program will be revisited in the context of broader HR business planning to occur in 2001/02. More emphasis will be placed on the articulation of BCBC's commitment to becoming a culturally responsive organization. As part of the orientation process, videos may also be utilized to demonstrate the Corporation's commitment to diversity as a business imperative. (Linked to Corporate Objective 3 High Performance Culture).

Tactic #3.3.b: Continue delivery of the existing Promoting A Harassment Free Workplace workshop:

i) review and, if necessary, update program.

ii) make mandatory for new employees within six months of start date.

iii) make mandatory for temporary employees who have worked for more than six months at the Corporation.

Responsibility: HR

Status: Partially met.

Comments: All new hires attend workshop; Promoting a Harassment Free Workplace workshop is being revisited in the context of broader HR business planning to occur in 2001/02.

Tactic #3.3.c: Present Unlearning Racism Workshop to:

i) President's Committee.

ii) Operating Committees.

Responsibility: WDAP

Status: Partially met.

Comments: Although planned for 2002/03, WDAP feels there is a need to assess whether the remaining parties need to participate in the actual workshop. A critical and impacting component of the workshop is the "surprise element". In light of the wide publicity of this workshop, this element has been lost. It may be sufficient to view the video, "The College Eye".

Tactic #3.3.d: Encourage viewing of Blue Eyes/Brown Eyes video by all existing employees and new hires. Updated version – The College Eye

Responsibility: HR; President's Committee

Status: In progress and ongoing.

Comments: WDAP recommends viewing of the updated version: The College Eye; WDAP has identified the need to revisit the best way to present the message. In future, viewing may be part of the Orientation Program.

Tactic #3.3.e: Develop and implement a comprehensive mentorship program.

Responsibility: HR

Status: In progress.

Comments: Bridging positions established by the Corporation are an initial step; Will be further developed in the context of broader HR business planning to occur in 2001/02.

STRATEGIC OBJECTIVE #4: BECOME A CULTURALLY RESPONSIVE ORGANIZATION

STRATEGY #4.1: Ensure that information on contract and business opportunities with the Corporation, as well as the process for identifying business partners, is widely communicated to ethno-cultural communities via multicultural societies, ethno-specific media, community networks, mainstream media and other business channels.

Tactic #4.1.f: Identify staff capable of providing verbal translation services for current or prospective clients when necessary.

Responsibility: HR

Status: Achieved.

Comments: HRIS holds a complete language listing of BCB.C. employees.

Tactic #4.1.g: Identify independent translation services when staff resources are insufficient.

Responsibility: WDAP and HR

Status: Achieved.

Comments: A complete language listing is held on the BCB.C. HRIS system.

STRATEGIC OBJECTIVE #5: ASSESS PROGRESS AND REWARD PERFORMANCE

STRATEGY #5.1: Continue to monitor Workforce Profile results to assess the Corporation's success at attracting, recruiting and retaining designated equity group members in all occupational categories.

Tactic #5.1.a: Annually analyze Workforce Profile results to identify areas of under-representation and/or demographic patterns that indicate potential recruitment or retention problems.

Responsibility: HR

Status: Achieved and ongoing. (The Corporation has seen an increase in its hiring of visible minorities. Ten per cent of the Corporation's new hires were persons from visible minority groups).

Tactic #5.1.b: Develop strategies to address identified recruitment or retention problems

Responsibility: HR

Status: Not met.

Comments: Deferred. Will be developed in the context of broader HR business planning to occur in 2001/02.

Tactic #5.1.c: Communicate Workforce Profile results and improvement strategies to all employees.

Responsibility: HR

Status: Achieved.

Comments: Updated results will be reported on ongoing basis.

STRATEGY #5.2: Monitor progress towards meeting multiculturalism objectives and goals in corporate group plans.

Tactic #5.2.a: Continue to track and report all shortlisted applicants and new hires in terms of designated equity group status.

Responsibility: HR

Status: Achieved and ongoing.

Comments: Results reported to Crown Corporation Secretariat on quarterly basis.

Tactic #5.2.b: Measure progress in achieving multiculturalism goals and objectives for work groups and hold managers accountable for performance.

Responsibility: Vice Presidents

Status: Achieved and ongoing.

Comments: Group Plans measured and reported (results are used to initiate the development of management strategies where improvements are required).

STRATEGY #5.3: Consult with Crown Corporation Committee on Multiculturalism and established community contacts to assess the Corporation's progress towards becoming a culturally responsive organization.

Tactic #5.3.a: Solicit feedback from Multiculturalism B.C. and other established community contacts to evaluate the cultural responsiveness of the Corporation's policies, programs and services.

Responsibility: WDAP

Status: Achieved.

Comments: Corporation was recognized by Multiculturalism B.C. in September 2000 for including 'Diversity' in its Managing People Leadership Competency.

Tactic #5.3.b: Supplement feedback with on-going research on best practices and consider the adoption of these practices in future policy, program and service development.

Responsibility: WDAP; HR

Status: Partially met and ongoing.

Comments: Corporation has sponsored participation in Royal Roads University Leadership in Diversity program; Will be addressed further in the context of broader HR business planning to occur in 2001/02.

STRATEGY #5.4: Recognize and reward the achievements and contributions of individuals and groups in achieving multiculturalism goals and objectives.

Tactic #5.4.a: Include achievement of multiculturalism goals and objectives, as well as staff involvement in the planning, organizing and evaluating of diversity or multicultural events, in the Corporation's rewards and recognition framework. (See Corporation Strategic Plan 2000-2003, Goal 3.4 - Strategy 2.)

Responsibility: HR

Status: Achieved and ongoing.

Comments: Participation is rewarded through voucher program.

Tactic #5.4.b: Include participation in multicultural and diversity initiatives in the Corporation's Good Life Program.

Responsibility: HR

Status: Partially met.

Comments: Activities supporting Diversity will be incorporated into our incentive-based wellness program "Goodlife". This will be communicated to employees in 2001/02.

3. BCB.C. MULTICULTURALISM STRATEGIC PLAN 2001/02

STRATEGIC OBJECTIVE #1: DEMONSTRATE EXECUTIVE LEADERSHIP

STRATEGY #1.1: Strengthen the language of the Corporation's mission statement and core values to express BCBC's commitment to multiculturalism in a definitive, rather than general, manner.

Tactic #1.1.b: Make recommendations to amend the Corporation's core values to clearly indicate our commitment to multiculturalism and diversity objectives.

Responsibility: Management Committee; President's Committee; Strategic Planning Performance and Change Management

Anticipated Outcome: Definitive language included.

STRATEGY #1.2: Ensure that multiculturalism and diversity remain recognized business strategies in all sectors of the Corporation by requiring inclusion of initiatives with goals that support and reflect the Corporation's commitment to multiculturalism in all strategic and business plans.

Tactic #1.2.b: Each corporate group establishes business objectives, with measurable goals, related to their assigned equity group.

Responsibility: Group Vice Presidents

Anticipated Outcome: Specific/measurable goals created.

Tactic #1.2.c: Group Vice Presidents monitor and hold Group Directors accountable for meeting established goals.

Responsibility: Group Vice Presidents

Anticipated Outcome: Established goals are met.

STRATEGY #1.3: Ensure that the Corporation's appointed committees reflect the cultural diversity of the province of British Columbia.

Tactic #1.3.a: Support team leaders to include diverse membership when establishing working committees.

Responsibility: Team Leaders

Anticipated Outcome: Increased membership diversity.

STRATEGY #1.4: Maintain the visibility of Management Committee support for workforce diversity and multiculturalism initiatives.

Tactic #1.4.a: Increase Executive Sponsor attendance at Workplace Diversity Advisory Panel meetings to 75%.

Responsibility: Executive Vice President

Anticipated Outcome: 75% attendance

Tactic #1.4.b: Increase Management Committee participation in diversity and multiculturalism events celebrated throughout the organization.

Responsibility: Management Committee

Anticipated Outcome: Management Committee participation

Tactic #1.4.c: Increase President's Committee participation in diversity and multiculturalism events celebrated throughout the organization.

Responsibility: Management Committee; All Groups' Directors

Anticipated Outcome: Increased President's Committee participation

STRATEGIC OBJECTIVE #2: COMMUNICATE COMMITMENT AND CREATE UNDERSTANDING

STRATEGY #2.1: Use diverse methods to convey the Corporation's commitment to multiculturalism, and educate staff, clients and the public on the importance of multiculturalism as a corporate and social priority.

Tactic #2.1.a: Write articles, progress reports, etc. for inclusion in the British Columbia Buildings Corporation Post, webpage, annual report and other communication vehicles.

Responsibility: WDAP; Corporate Communications

Anticipated Outcome: Four published articles. Increased staff awareness/understanding.

Tactic #2.1.b: Work with the Corporate Communications department to obtain expert advice and explore opportunities to raise awareness of multiculturalism and diversity both within the Corporation and within our client groups.

Responsibility: WDAP

Anticipated Outcome: Improved communications and increased awareness

Tactic #2.1.c: Identify and circulate materials on multiculturalism and diversity to staff. This may include posters, calendars, videos or information on specific events such as International Day For The Elimination Of Racial Discrimination (March 21st), Multiculturalism Week and National Aboriginal Day.

Responsibility: WDAP

Anticipated Outcome: Increased circulation of diversity materials; Increased staff understanding and awareness.

Tactic #2.1.d: Increase staff involvement in the planning, organizing and evaluating of diversity or multicultural events and increase overall staff participation rate in these events.

Responsibility: WDAP; Corporate Groups

Anticipated Outcome: Increased staff involvement

Tactic #2.1.1.e: Reward and recognize staff commitment to and involvement in community and corporate initiatives that support the goals and principles of multiculturalism and diversity. (See Corporation Strategic Plan 2000-2003, Goal 3.4, Strategy 2)

Responsibility: WDAP; Corporate Groups

Anticipated Outcome: Ongoing recognition of staff leadership/participation and increased commitment.

STRATEGY #2.3: Share information on best practices and collaborate with other public or private sector organizations on multiculturalism or diversity initiatives.

Tactic #2.3.a: Participate in meetings of the Crown Corporation Committee on Multiculturalism.

Responsibility: HR; Executive

Anticipated Outcome: Increased opportunities for information exchange and collaboration

Tactic #2.3.b: Explore and develop opportunities for partnerships and joint initiatives to further the goals and objectives of multiculturalism.

Responsibility: HR; WDAP

Anticipated Outcome: New joint initiatives. Ongoing program development.

STRATEGIC OBJECTIVE #3: DEDICATE RESOURCES TO SUPPORT THE DEVELOPMENT OF A MULTICULTURAL ORGANIZATION

STRATEGY #3.1: **Review existing human resources policies, procedures, guidelines and practices to identify systemic barriers to full participation of all designated group members. Where barriers are identified, take corrective action when appropriate.**

Tactic #3.1.a: Pending results of research findings from other Crown corporations and their Employment System Reviews, the Corporation will undertake a comprehensive employment systems review:

i) audit written policies, procedures and guidelines on recruitment, compensation, training, advancement and benefits to identify barriers to employment for the four designated groups.

ii) conduct focus group meetings with staff members to identify discrepancies between policies and actual practices that affect recruitment, retention and advancement in the organization.

iii) develop and implement recommendations to address identified discrepancies and barriers.

Responsibility: HR; HR consultant; President's Employee Advisory Committee

Anticipated Outcome: Completed review and implementation of recommendations.

Tactic #3.1.b: Review the Corporation's policies on multiculturalism, valuing diversity, and workplace harassment to ensure congruency with the B.C. Human Rights Code and *Multiculturalism Act*:

i) compare existing policies to current legislation

ii) amend policies accordingly

iii) inform employees of changes and circulate new policies

Responsibility: HR (consultant)

Anticipated Outcome: Updated policies.

Tactic #3.1.c: Continue on-going reviews to identify barriers:

i) Conduct exit interviews with all employees who choose to leave the organization to identify their reasons for leaving.

ii) If interviewees cite working environment or barriers to advancement, identify steps to address problems.

Responsibility: HR

Anticipated Outcome: Identification and elimination of barriers.

STRATEGY #3.2: **Develop and implement innovative human resource recruitment and retention strategies to increase the diversity of candidates applying for and obtaining work with BCBC.**

Tactic #3.2.a: Develop and implement a comprehensive outreach recruitment strategy starting with the following positions:

i) all temporary vacancies.

ii) casual hires.

iii) summer employment.

iv) youth employment.

v) entry level positions.

Responsibility: HR

Anticipated Outcome: Larger candidate pool and more diverse candidate pool

Tactic #3.2.b: Educate employment agencies regarding BCBC's commitment to diversity and instruct them to send qualified candidates from the four designated equity groups for temporary positions where possible.

Responsibility: HR

Anticipated Outcome: Increased understanding of temporary agencies. Increased diversity of referrals

Tactic #3.2.c: Each year, make a minimum of four outreach presentations on opportunities with the Corporation at career fairs, friendship centres and/or ethnic associations in communities in which we do business.

Responsibility: HR

Anticipated Outcome: Increased interest in opportunities with BCBC. Increased diversity of potential candidate pool

Tactic #3.2.d: Develop a strategy for promoting BCBC's employment opportunities and advertising external vacancies with outreach groups or in publications serving the four designated equity groups:

i) develop criteria to determine location and type of positions to be advertised.

ii) establish budget for advertising costs.

iii) advertise 75% of external vacancies through these media.

Responsibility: HR

Anticipated Outcome: 75% of external vacancies advertised. Increased diversity of candidates

STRATEGY #3.3: **Continue to promote diversity, multiculturalism and the creation of a welcoming, inclusive environment through our established and new training initiatives.**

Tactic #3.3.a: Explore options for providing a comprehensive orientation to the Corporation for all new permanent employees and temporary/casual employees whose employment continues for more than three months. Regardless of format, the orientation should communicate that diversity is an inte-

gral part of the corporate culture and include copies of the Multiculturalism, Valuing Diversity and Preventing Harassment policies.

Responsibility: HR

Anticipated Outcomes: Revamped Orientation Program. Clear communications to new employees. Increased employee knowledge of diversity related policies

Tactic #3.3.b: Continue delivery of the existing Promoting A Harassment Free Workplace workshop:

i) review and, if necessary, update program.

ii) make mandatory for new employees within six months of start date.

iii) make mandatory for temporary employees who have worked for more than six months at the Corporation.

Responsibility: HR

Anticipated Outcome: Decreased incidents of harassment or discrimination. Increased acceptance and understanding

Tactic #3.3.d: Encourage viewing of Blue Eyes/Brown Eyes video by all existing employees and new hires. Update Version – "The College Eye".

Responsibility: HR

Anticipated Outcome: Increasing percentage of employees having viewed the video. Increased acceptance and understanding.

Tactic #3.3.e: Develop and implement a comprehensive mentorship program.

Responsibility: HR

Anticipated Outcome: Retention and development of employees

Tactic #3.3.f: Ensure Corporation's customer/vendor service training program incorporates culturally sensitive service delivery components.

Responsibility: HR

Anticipated Outcome: Revamped customer training program

STRATEGY #3.4 Ensure all staff acquire and develop competencies to support the achievement of the Corporation's multiculturalism and diversity goals and objectives.

Tactic #3.4.a: Identify the knowledge, skills and behaviors that contribute to the creation of a diverse and welcoming environment.

Responsibility: HR

Anticipated Outcome: Knowledge, skills and behaviours associated with a culturally responsive employee will be developed.

Tactic #3.4.b: Ensure Competencies Advisory Group includes skills associated with working in or managing a diverse workforce in the Foundation and Leadership competency models under development. (See Corporation Strategic Plan 2000-2003, Goal 3.4, Strategy 3).

Responsibility: Management Committee

Anticipated Outcome: Competencies that reflect diversity.

Tactic #3.4.c: Ensure Corporation's leadership/ management training program incorporates development of skills necessary to manage, value, and create a diverse workforce. (See Corporation Strategic Plan 2000-2003, Goal 3.4, Strategy 3).

Responsibility: HR

Anticipated Outcome: Training courses, such as Managing People, incorporate diversity related skills and competency development.

STRATEGIC OBJECTIVE #4: BECOME A CULTURALLY RESPONSIVE ORGANIZATION

STRATEGY #4.1: Ensure that information on contract and business opportunities with the Corporation, as well as the process for identifying business partners, is widely communicated to ethno-cultural communities via multicultural societies, ethno-specific media, community networks, mainstream media and other business channels.

Tactic #4.1.a: Consult with Multiculturalism B.C. to identify appropriate audiences for this information.

Responsibility: WDAP

Anticipated Outcome: Potential audiences identified.

Tactic #4.1.b: Consult with Multiculturalism B.C. to identify the best mechanisms, including use of media, business organizations or networks, by which the Corporation can provide this information to the identified audiences.

Responsibility: WDAP

Anticipated Outcome: Communication mechanisms identified.

Tactic #4.1.c: Distribute general information package on the BCB.C. contracting process proactively to target audiences.

Responsibility: Property Management and Project Development staff

Anticipated Outcome: General information distributed.

Tactic #4.1.d: Develop strategy and budget for distribution of information on specific business opportunities.

Responsibility: WDAP in conjunction with various business units

Anticipated Outcome: Communications strategy and budget developed.

Tactic #4.1.e: In accordance with this strategy, communicate information about specific business opportunities as they arise.

Responsibility: Corporate Groups (Property Management and Client and Accommodation Services - Business Development).

Anticipated Outcome: Information on specific opportunities distributed to more diverse pool.

STRATEGIC OBJECTIVE #5: ASSESS PROGRESS AND REWARD PERFORMANCE

STRATEGY #5.1: Continue to monitor Workforce Profile results to assess the Corporation's success at attracting, recruiting and retaining designated group members in all occupational categories.

Tactic #5.1.a: Analyze annually Workforce Profile results to identify areas of under-representation and/or demographic patterns that indicate potential recruitment or retention problems.

Responsibility: HR

Anticipated Outcome: Increased awareness of designated equity group representation.

Tactic #5.1.b: Develop strategies to address identified recruitment or retention problems.

Responsibility: HR

Anticipated Outcome: Increased recruitment and retention of designated equity group members.

Tactic #5.1.c: Communicate Workforce Profile results and improvement strategies to all employees.

Responsibility: HR via President and CEO

Anticipated Outcome: Increased management/ staff awareness of Corporation's demographics

STRATEGY #5.2: Monitor progress towards meeting multiculturalism objectives and goals in Group Plans.

Tactic #5.2.a: Continue to track and report all short-listed applicants and new hires in terms of designated equity group status.

Responsibility: HR

Anticipated Outcome: Annual HR statistics.

Tactic #5.2.b: Measure progress in achieving multiculturalism goals and objectives for work groups and hold managers accountable for performance.

Responsibility: Vice Presidents

Anticipated Outcome: Measured/reported progress.

STRATEGY #5.3: Consult with Crown Corporation Committee on Multiculturalism and established community contacts to assess the Corporation's progress towards becoming a culturally responsive organization.

Tactic #5.3.a: Solicit feedback from Multiculturalism B.C. and other established community contacts to evaluate the cultural responsiveness of the Corporation's policies, programs and services.

Responsibility: WDAP; HR

Anticipated Outcome: Increased awareness of status of diversity/multiculturalism programs gained through external sources.

Tactic #5.3.b: Supplement feedback with on-going research on best practices and consider the adoption of these practices in future policy, program and service development.

Responsibility: WDAP; HR

Anticipated Outcome: Continued program improvement.

STRATEGY #5.4: Recognize and reward the achievements and contributions of individuals and groups in achieving multiculturalism goals and objectives.

Tactic #5.4.a: Include achievement of multiculturalism goals and objectives, as well as staff involvement in the planning, organizing and evaluating of diversity or multicultural events, in the Corporation's rewards and recognition framework. (See Corporation Strategic Plan 2000/03, Goal 3.4, STRATEGY 2).

Responsibility: HR

Anticipated Outcome: Rewards/recognition program recognizes individual contribution to diversity initiatives. Increased commitment and involvement.

Tactic #5.4.b: Include participation in multicultural and diversity initiatives in the Corporation's Good Life Program.

Responsibility: HR

Anticipated Outcome: Increased awareness and participation. Recognition for participation.

1. EXECUTIVE SUMMARY

During 2000/01, B.C. Ferries continued to develop customer services that recognize the diversity of our customer base. Training and awareness initiatives include diversity topics. Many activities were also focussed on broadening access to employment opportunities.

The highlight of our year was the Multiculturalism Youth Team presentations performed at Tsawwassen Terminal throughout the summer, in partnership with Multiculturalism B.C. and Boys & Girls Clubs of Greater Vancouver.

B.C. Ferries' number of full time equivalents was 3,339 as of March 31, 2001.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The Corporate Strategic Plan has been revised during this year, with a 15-year time horizon. While the Plan has yet to be published, it reinforces the Corporation's commitment to improving our customers' experiences, and to developing products and service delivery methods that meet their diverse needs.

Corporate Business Planning and Operations

The Retail Department purchases and markets Aboriginal carvings, jewelry and baskets as well as licensed design application to garments for the Queen of the North as well as our other retail outlets. The talents of Aboriginal artists from Haida Gwaii, Tsimshian, Kwakiutl and Coast Salish bands are represented. This is an opportunity to feature native culture for our domestic and international travelers.

A program featuring British Columbia speakers and artists on popular routes continues. Last year, painters, storytellers, basket weavers, biologists, historians, jewellers, carvers and botanists were among those who showcased their talents. This is the fourth year the program has been offered on B.C. Ferries' vessels. This is a way of showcasing the diverse arts and cultures of the province to travelers as an educational, entertainment and economic development initiative.

Communications

Internal communications are monitored to ensure they are sensitive to the multicultural nature of the Corporation's workforce. Press releases are monitored to ensure they are sensitive to the multicultural nature of the communities we serve.

Policy Planning and Evaluation

The B.C. Ferries Equity Census is given to each new employee to voluntarily complete. The information from the census is entered into the Human Resource Information System and gives us a picture of the diverse nature of our workforce.

Diversity and Employment Equity was one of several topics featured at the internal Human Resources Conference held December 13, 2000. The session, which included HR practitioners from throughout our operations, focused on finding practical ways to improve the representation of visible minority and aboriginal persons in our candidate base as well as among our new hires.

Multiculturalism is within the portfolio of the Policy and Programs Advisor, a newly-staffed position within the Human Resources Division.

Training and Education

The Supervisory Skills Training program includes a 1-hour module dealing specifically with diversity, with opportunity for discussion throughout the program. In 2000/01, 74 employees participated in this session. These employees are in supervisory and leadership roles within our workforce.

Multiculturalism Calendar of Events and posters have been distributed and are posted throughout our operations.

Community Outreach

In preparation for our spring hiring season, we contacted local intercultural and aboriginal agencies to explain our hiring process and to invite applications.

B.C. Ferries also participated in several career fairs, which highlighted employment and career opportunities to aboriginal and visible minority candidates.

B.C. Ferries was proud to partner with Multiculturalism B.C. and the Boys & Girls Club of Greater Vancouver to deliver a unique program. Four young people developed a presentation that was a combination of song and movement, and dealt dramatically with themes of intolerance and racism. They performed at the Tsawwassen Terminal throughout the summer to entertain and educate the public on these issues. The young people received positive response from the public and from B.C. Ferries' staff, and indicated that it was a personal growth opportunity for them as well.

The group also performed (receiving a rousing ovation) at the fall Multiculturalism Forum on September 15, 2000. There were over 125 participants representing Ministries and Crown Corporations to the Deputy Minister level.

3. THREE-YEAR STRATEGIC PLAN

Implementation of the 15-year Corporate Strategic Plan will be commenced.

4. ANNUAL BUSINESS PLAN

The annual business plan will flow from the new Strategic Plan.

B.C. Ferries' highly rated website has been in operation for over five years. A project to review and revise the website to provide greater accessibility to all our current and potential customers has been undertaken. Already, services are available in French and German on the website.

Improving the customer service experience in all areas of operation will be a priority. Understanding the diverse needs of our customers will be key to success in this area.

B.C. HOUSING MANAGEMENT COMMISSION

1. EXECUTIVE SUMMARY

The British Columbia Housing Management Commission (B.C. Housing) is the agency responsible for the delivery of the province's social housing programs. B.C. Housing's mandate is to facilitate the provision of secure, well-managed, affordable housing.

As an agency of the provincial government, B.C. Housing is committed to providing services in a manner that recognizes and respects diversity.

In terms of B.C. Housing's commitment to multiculturalism, B.C. Housing's Board of Commissioners identified multiculturalism as a key strategic priority for 2000–2001 and included a commitment to respect for diversity as a guiding principle in B.C. Housing's Corporate Plan.

In support of B.C. Housing's commitment to multiculturalism, the following are some of the major highlights for 2000-2001:

- B.C. Housing's commitment to multiculturalism has been reflected in B.C. Housing's Corporate Plan and multi-year performance plan;
- Multiculturalism Week was celebrated by Home Office staff as well as staff in three Regional Offices and included the organization of guest speakers, multicultural potluck lunches and a Traveling the World lunch;
- The Introduction section of *The Link* – B.C. Housing's comprehensive listing of affordable housing options has been translated into five languages (Chinese, Korean, Punjabi, Spanish and Vietnamese);
- B.C. Housing's design guidelines have been revised to reflect the recognition of the need for sensitivity to unique cultural requirements in supporting the development of housing for diverse communities; and,
- A comprehensive corporate-wide diversity policy has been created to be shared with staff across B.C. Housing as well as key stakeholders.

Number of staff or full time equivalents: 355 FTEs

2. HIGHLIGHTS AND ACCOMPLISHMENTS

This section provides an overview of the accomplishments of B.C. Housing's initiatives related to multiculturalism in keeping with the directions set out by Multiculturalism B.C. This would include an overview of B.C. Housing's accomplishments in the following areas:

- Executive commitment;
- Corporate business planning and operations;
- Communications;
- Policy planning and evaluation;
- Training, education and community outreach.

a) Executive Commitment

In the context of establishing and maintaining executive commitment to the goals of multiculturalism, the following are the key priorities of B.C. Housing's Multiculturalism Committee:

- *To achieve an internal environment of respect for diversity and an understanding of multiculturalism within B.C. Housing, and,*
- *To ensure staff have a strong voice at senior decision making levels both within B.C. Housing and externally.*

In moving forward on these priorities, the following were some of the major strategies and activities for 2000-2001:

- A clear articulation in our 2000-2001 Corporate Plan of B.C. Housing's commitment to *fostering healthy, active and inclusive communities* and to promoting respect for diversity;
- An identified commitment to *fostering a workforce that is responsive to, and reflective of the diversity of the communities in which we live and work* including the development of a methodologically sound tracking system;
- On-going meetings of B.C. Housing's Multiculturalism Committee (first established in 1993) to identify strategies and alternatives for promoting

multiculturalism within B.C. Housing and to share ideas across the organization;

- Continued executive representation on B.C. Housing's Multiculturalism Committee with the committee being co-chaired by the Director of Personnel and Labour Relations and the Director of Client Services in order to maintain both an internal and external focus; and,
- The inclusion of a member from B.C. Housing's Board of Commissioners on the Multiculturalism Committee.

b) Corporate Business Planning and Operations

Through the work of the Multiculturalism Committee, B.C. Housing has put into place a range of strategies and initiatives designed to reflect respect for diversity in its day-to-day activities and business operations including:

- The dedication of staff resources and an annual budget allocation to support the programs, services, and special projects developed by the Multiculturalism Committee;
- Regular meetings of the Multiculturalism Committee to review progress made on the goals and priorities set out in the Committee's multi-year strategic plan and to discuss specific strategies and activities to be carried out through the year; and,
- The maintenance of an intranet site that contains information on the range of initiatives being planned by the Multiculturalism Committee as well as minutes from Committee meetings, the Annual Business Plan, and the Annual Report.
- On-going training and education is also part of B.C. Housing's approach to promoting respect for diversity including a diversity training workshop which was offered to interested staff as part of Multiculturalism Week.

In the context of B.C. Housing's corporate priorities, a corporate-wide diversity policy was developed to be shared with staff across B.C. Housing as well as external agencies. This policy recognizes that B.C. Housing has a number of different roles to play in promoting respect for diversity including its role as an agency of the provincial government, as an employer, a social housing landlord and a service provider. In the context of the diversity policy, the following are some of the key guiding principles that were identified:

- Recognition that respect for diversity is the result of positive action and not simply the absence of discrimination;
- Recognition that respect for diversity is about investing in people and communities and about recognizing, valuing and respecting the contribution that is made by everyone;
- Recognition that respect for diversity is about removing barriers to access and about promoting opportunities for participation not only in our workplace place but also in the communities where we live and work;
- Recognition that diversity can be viewed as a resource for better decision making, better problem solving, better service delivery and increased participation; and,
- Recognition that as an agency responsible for the delivery of social housing across the province, we have a responsibility to advocate for the interests of vulnerable and marginalized groups and individuals in society and that inclusiveness and respect should be part of everything that we do.

Respect for diversity is also reflected in B.C. Housing's policies related to the recruitment and retention of staff. In particular, B.C. Housing maintains a three year Employment Equity plan that identifies strategies for the recruitment, retention and promotion of individuals within the four designated categories (women, visible minorities, Aboriginal people, and persons with disabilities). Specific strategies include:

- Reviewing vacant positions in order to identify and remove any potential systemic barriers that may discourage or preclude designated group members from advancing within B.C. Housing;
- Active outreach and recruitment of individuals through the advertisement of positions in publications that serve specific groups and individuals; and
- Clear articulation in B.C. Housing's employment announcements that B.C. Housing is committed to being an equal opportunity employer.

c) Communications

The Multiculturalism Committee has made it a priority to ensure that open and equal access to housing information will be available to all cultural and ethnic groups. In terms of moving forward on this priority, the Multiculturalism Committee has put into place specific initiatives to promote increased awareness among staff, tenants and the general public. This is done through a variety of means including regular announcements, newsletters, internal bulletins and special events.

Communication to Staff:

In the context of communication to staff, B.C. Housing:

- Maintains a site on our intranet which contains information on the strategies and activities planned by the Multiculturalism Committee;
- Produced a special edition of *Information Update* – the internal staff newsletter - as part of the celebrations of Multiculturalism Week;
- Use of guest speakers at Regional meetings and special workshops as a means of promoting organiza-

tional learning and sharing ideas and insights on multiculturalism; and,

- Promotes multiculturalism through a series of posters entitled *Building Community, Respecting Diversity* which reflect the cultural diversity of staff across B.C. Housing.

Communication to Tenants:
In the context of communicating to tenants:

- Multiculturalism Week was promoted in *News for You* – the tenant newsletter;
- Tenant Associations and tenant committees were encouraged to participate in Multiculturalism Week and to plan events to celebrate the cultural diversity of the province; and,
- An up-to-date volunteer interpreters' list is maintained to supplement front line language resources with 22 different language groups represented.

Communication to the General Public:
In the context of communicating to the general public:

- The Introduction section of *The Link* -- a comprehensive directory of affordable housing options -- has been translated into five different languages (Chinese, Korean, Punjabi, Spanish and Vietnamese) and is available on B.C. Housing's internet site;
- B.C. Housing's *SAFER* brochure (Shelter Aid for Elderly Renters Program) has been translated into Chinese and Punjabi and was sent to cultural organizations (e.g. MOSAIC, SUCCESS) for distribution. Further translation requirements are being considered;
- B.C. Housing's brochure on *How to Apply for Affordable Housing* in B.C. is in the process of being translated into Chinese, Korean, Punjabi, Spanish and Vietnamese; and,
- Regular contact with ethno-cultural media is maintained to promote and publicize programs, services and opportunities.

d) Policy Planning and Evaluation

The following are major strategies and activities related to policy planning and evaluation that have been put into place in 2000-2001:

- The development of a broader diversity policy that describes the approach that B.C. Housing takes in promoting respect for diversity and in ensuring that there are a range of strategies and initiatives in place to support the executive commitment that has been made;
- On-going tracking of B.C. Housing's success in maintaining a workforce that is reflective of the diversity of the communities where we live and work;
- A commitment to continuous improvement including the development of an Annual Business Plan by B.C. Housing's Multiculturalism Committee that sets specific performance targets and measures of success; and
- Completion of the self assessment tool distributed by Multiculturalism B.C. in order to track progress in key areas and to identify future priorities.

e) Training, Education and Community Outreach

One of the priorities of the Multiculturalism Committee has been to promote sensitivity to multiculturalism amongst staff, tenants and contractors. This would include striving to encourage respect and tolerance for diversity within directly managed communities as well as ensuring that all individuals and groups in contact with B.C. Housing are aware of B.C. Housing's multiculturalism policy.

In terms of staff:

- Periodic training is given in cultural diversity, multiculturalism and anti-racism based on identified needs; and,
- Staff also participate in government-wide network and committees to collaborate and share multiculturalism resources and best practices.

In terms of tenants:

- Major ethnocultural celebrations are noted in the Regional Offices through decoration as a means of promoting cultural awareness to staff and tenants who visit the office; and,
- A *Community Resource Directory* has been developed which provides an overview of programs and activities designed to promote the economic, social and physical well-being of tenants living in social housing including programs targeted to groups and individuals who have been marginalized or who are under-represented in society.

In terms of contractors:

- Section B of B.C. Housing's *Information for Bidders* seeks to ensure that Contractors working on B.C. Housing sites are aware of our policy on multiculturalism.

In terms of our housing partners:

- On-going funding was provided to housing providers interested in accessing the policy templates developed by the B.C. Non-Profit Housing Association which identifies strategies for building inclusive communities;
- *HOMES B.C.* start-up kits have been developed to assist housing providers in understanding the HOMES B.C. program. Included in the start-up kit is a resident involvement kit which identifies a range of possible resident involvement opportunities and

which encourages housing providers to choose the approach that is most appropriate to their organization and their residents. Included in this kit is a discussion of key considerations related to ethno-cultural diversity;

- Non-profit and co-operative housing providers will also be encouraged to include multiculturalism in their policies and procedures;
- Multiculturalism will be included in operational and procedural reviews of non-profit and co-operative housing providers;
- Requirements set out in B.C. Housing's Operating Agreements with non-profit and co-op housing providers reflect B.C. Housing's commitment to promote respect for diversity and multiculturalism including provisions that require housing providers to select tenants in an open, fair and non-discriminatory fashion as well as provisions requiring that tenants be treated in a fair and respectful way; and,
- Inclusive language has also been incorporated in B.C. Housing's Design Guidelines reflecting sensitivity to the unique cultural requirements that support housing for diverse communities.

3. THREE YEAR STRATEGIC PLAN

A commitment to multiculturalism and diversity is reflected in B.C. Housing's Corporate Plan and Multi-Year Performance Plan. This would include a commitment to maintaining a workforce that is responsive to, and reflective of the diversity of the communities in which we live and work and to delivering programs which promote the creation of healthy, active and inclusive communities.

In terms of meeting the goals of Multiculturalism BC, B.C. Housing's Multiculturalism Committee has developed a multi-year strategic plan that is updated annually and which follows the reporting format set out by Multiculturalism BC.

The five key areas, which form the basis of B.C. Housing's Multiculturalism Committee's multi-year strategic plan are:

Executive Commitment

Corporate Business Planning and Operations

Communications

Policy Planning and Evaluation

Training, Education, and Community Outreach

4. ANNUAL BUSINESS PLAN

Within each of the key areas set out in the Multiculturalism Committee multi-year strategic plan, the Multiculturalism Committee has identified a series of strategic objectives as well as major strategies and activities for moving forward on the goals and priorities identified.

The Multiculturalism Committee meets to review and up-date the multi-year strategic plan on an annual basis as well as to complete the self assessment tool distributed by Multiculturalism B.C. in order to track progress in key areas and to identify future priorities.

1. EXECUTIVE SUMMARY

The British Columbia Human Rights Commission has a mandate under the B.C. *Human Rights Code* to prevent and eliminate discrimination, including racial discrimination. The Commission is also responsible for investigating and mediating human rights complaints based on discrimination in relation to race, colour, ancestry, and place of origin. The Commission has made public commitments at the executive level to the goals of promoting multiculturalism and diversity, and to end racial discrimination within key sectors of society. The Commission's Strategic Plan incorporates these important goals and objectives and sets out indicators of success for their achievement.

The Commission has undertaken a number of important initiatives in this area including the publication of research reports. The Commission has launched a project to improve our effectiveness in dealing with race complaints at the Commission, developed employment equity initiatives to increase the diversity of front line staff and undertaken a number of educational workshops. As well, the Public Interest Program has granted a number of special program approvals and become involved in several cases that raise an important public interest issue related to racial discrimination. Of particular interest is a major Commission initiative related to the removal of barriers within the provincial public education system to Aboriginal students. The research phase of this project has been completed. The research indicates that including Aboriginal people's issues under the broad umbrella of multiculturalism may diminish their unique situation as the original inhabitants of Canada who continue to live with the people who colonized them. To this end, the Commission recommends that future reports of this kind separate and highlight Aboriginal issues from those related to promoting multiculturalism and diversity.

The annual business plans for all program areas within the Commission for the coming year include major initiatives related to promoting the purposes of the B.C. *Human Rights Code* to eliminate racial discrimination, in particular, to remove barriers to Aboriginal students within the public education system. To further this goal, the Commission will hold public hearings around the province in the fall of 2001 on this issue which will culminate in a report with recommendations to the various partners within the education sector in British Columbia.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

Background and Context:

The B.C. Human Rights Commission is mandated to administer the B.C. *Human Rights Code* to achieve the following objectives:

a) to foster a society in British Columbia in which there are no impediments to full and free participation in the economic, social, political and cultural life of British Columbia;

b) to promote a climate of understanding and mutual respect where all are equal in dignity and rights;

c) to prevent discrimination prohibited by the *Code;*

d) to identify and eliminate persistent patterns of inequality associated with discrimination prohibited by the *Code;*

e) to provide a means of redress for those persons who are discriminated against contrary to the *Code;*

f) to monitor progress in achieving equality in British Columbia;

g) to create mechanisms for providing the information, education and advice necessary to achieve the above purposes.

The Code prohibits racial and other types of discrimination in the areas of publications, public services and facilities, employment and employment advertisements, tenancy and purchase of property. The Commission works towards the elimination of racial discrimination in British Columbia through all aspects of its mandate: education, public interest program and through investigating and mediating human rights complaints based on race, colour, ancestry and place of origin. Complaints, which are not dismissed or settled through mediation or other forms of negotiation, with a reasonable basis to justify referral, will be heard and decided by the B.C. Human Rights Tribunal. The Commission is made up of the Chief Commissioner, the Deputy Chief Commissioner and the Commissioner of Investigation and Mediation (the "Commissioners).

The following are the highlights and accomplishments of the B.C. Human Rights Commission in promoting multiculturalism and diversity and eliminating racism in the year beginning April 2000 to March 31, 2001.

Executive Commitment:

The Commission's five-year Strategic Plan (1998-2003) sets out the organization's commitment to multiculturalism, anti-racism and the elimination of barriers on the basis of, among other things, race, colour, ancestry, and place of origin in key sectors of British Columbia. The Strategic Plan guides the work of all program areas in the Commission and is fully supported by the Commissioners.

The Commission's Mission is:

"To be a leader in breaking new ground and stimulating significant change in achieving equality and eliminating discriminatory attitudes and practices."

The Commission's Vision reflects our picture of a desired future:

"We are committed to working with all British Columbians to create a society in which we all take responsibility to prevent and eliminate discrimination and in which all people are treated with dignity and respect".

One value stands as the over-riding force behind all we stand for and all we do:

Fight for Equality

We believe in fairness and equality for all. At every opportunity we advocate for the elimination of barriers to full participation in every aspect of life.

Critical Success Indicators contained in the Strategic Plan are all related to our work in removing barriers and ending discrimination against people covered by all grounds listed in the Code. However, some key indicators related to multiculturalism and the removal of racial barriers that appear in the Strategic Plan have been highlighted below:

By 2003 we will, through partnerships with communities of interest and through our legislated authority,

Achieve significant breakthroughs in removing barriers to full participation in society. Specifically we will

- *Reduce racial barriers to employment hiring, promotion and retention in the provincial government, by improving the representation of visible minority employees by 100% of baseline.*
- *Reduce workplace harassment in B.C. contrary to the Code, by increasing the percentage of employers with anti-harassment policies, practices and training to 100%.*
- *Reduce barriers in K-12 education system for aboriginal persons, by improving the rate of successful completion of grades 8, 10 & 12 by Aboriginal persons equal to Provincial average.*

Significant progress has been made toward achieving these goals as described below.

Corporate Operations:

The B.C. Human Rights Commission developed and passed its own Employment Equity Policy this year. The Policy is unique in that it includes a commitment to removing barriers to all those who have experienced discrimination, not just barriers related to the four target groups. The Commission uses the "Six Measures of Equality" as the yardstick for measuring progress toward the overall policy goals. An Employment Equity Committee has been struck to develop an implementation plan for Commissioners' approval in the next 6 months. A copy of the policy, including a description of the six measures of equality, is attached to this report.

Research and Policy Development:

Several key pieces of research related to racial barriers and discrimination have been completed this year:

Not Good Enough

In 1999, the B.C. Human Rights Commission held forums with representatives of provincial government employees, who had a disability, were Aboriginal or were from a visible minority background concerning the representation of these groups within the provincial public service. The Commission published *Not Good Enough – Representation of Aboriginal People, People with Disabilities, Visible Minorities in the B.C. Public Service* in 2000, a report containing recommendations from these forums. The forums attracted over 180 people and the participants generated an extensive list of recommendations. Media coverage of the report's release increased public awareness of the poor success of the provincial government's employment equity plan and that barriers still exist to members of visible minorities, people with disabilities and Aboriginal people in employment hiring, promotion, and retention within the provincial government. The Commission presented the report and its recommendations to the provincial government this year. If implemented, the recommended strategies will help to remove barriers to employment in the provincial public service on the basis of race, disability and Aboriginal ancestry.

Barriers to Equal Education for Aboriginal Learners – A Review of the Literature

Statistics show that only 38% of Aboriginal students, as opposed to 77% of non-Aboriginal students, graduate from grade 12. Other ministry statistics from 1999 show those graduation rates for Aboriginal students vary from 12% to 65% across school districts. The Commission made the Aboriginal Education Project a priority this year and held a number of preliminary consultations with representatives from the Aboriginal community and the education sector on this issue. Researchers were hired to conduct a review of the literature on the barriers to aboriginal students in the education system. The research was completed this year and will be used to

support the Commission's public hearings on education equity for Aboriginal students to be held in several communities in B.C. in October/November 2001.

Compliance Program – Investigation and Mediation of Human Rights Complaints:

Compliance is the area within the Commission that handles complaints by conducting investigations, helping people resolve disputes and recommending whether or not a complaint should be referred to the B.C. Human Rights Tribunal for a hearing. 15.2% of the complaints filed with the Commission last year dealt with people who felt they had experienced discrimination on the basis of race, ancestry, colour or place of origin. The Case Management Review Project and the Compliance Reform Project were undertaken this year to further enhance the way the Commission handles complaints and seeks resolutions. This work, along with the work of the Race Complaints Project (below) will improve the access that visible minorities, Aboriginal people, and others who experience discrimination on the basis of their race, colour, ancestry or place of origin have to the Commission and to resolve their human rights complaints.

Race Complaints Project
(with Education Program)

The Race Complaints Committee was established in response to concerns raised in the community that human rights complaints alleging discrimination based on race, colour, ancestry, and place of origin were being disproportionately dismissed by the Commission (incidentally, this is a concern that effects all human rights commissions across Canada). Last year research was commissioned that demonstrated higher rates of race complaints, than other grounds of complaints, were dismissed at the Commission. The research made a number of recommendations concerning ways to address barriers identified in the complaint process. Training was one of several measures identified as steps that the Commission could take to improve the way in which race complaints are dealt with.

This year steps have been taken to develop a project, with funding from Multiculturalism BC, to provide information, skill development and resources/reference materials, regarding the *Code* and the Commission, to community groups providing advocacy and support services to individuals experiencing racism. It is hoped that this training will improve the ability of advocacy groups to assist people who bring forward race-based complaints to the Commission through the investigation, mediation and the hearing stages. Other recommendations to improve the Commission's handling of race complaints were reviewed this year and will be given consideration in the Compliance Reform Project.

Employment Equity Staffing Initiatives:

The Compliance Program initiated an employment equity staffing initiative for Complaints Analyst and Human Rights Officer positions at the Commission. Preference will be given to hiring members of the four designated groups for these positions.

Education and Communication Program:

Presentations & Workshops

The Commission continues to carry out it's mandate to educate the public on their rights and responsibilities under the *Human Rights Code* including that race, colour, ancestry and place of origin are all grounds covered in the Code on which discrimination is prohibited. Throughout the year, businesses, community agencies, schools, colleges, universities, and governments request workshops and presentations on various human rights themes ranging from the human rights complaint process to workplace harassment. During 2000/2001, the Commission had 90 requests for presentations, 65 were fulfilled, and 25 were not.

In late 2000, the Commission, in partnership with the Canadian Human Rights Commission, worked with the Immigrant and Visible Minority Women (BC) the Canadian Jewish Congress, the Affiliation of Multicultural Societies and Service Agencies of British Columbia, the Trail and District Multicultural Society, the Kamloops Cariboo Immigrant Society and the Terrace Multicultural Society, to deliver workshops on human rights issues to key communities in B.C.

The Commission also provided funding to the following organizations to support anti-racism initiatives:

- People's Law School –Justice Theatre, August 2000
- Era 21-Anti-racism Conference, November 2000

Visual and Language Arts Project (VLAP)

The theme for the Commission's youth focused program (VLAP) in 2000 was based on the United Nations "International Year for the Culture of Peace." The International Year focused on building respect for cultural diversity and promotion of tolerance, solidarity, cooperation, dialogue and reconciliation. On December 8, 2000, in recognition of International Human Rights Day, a youth conference was held at Thomas Haney High School in Maple Ridge. Workshop themes included cross-cultural understanding, and dealing with hate activity.

Preventing Harassment in the Workplace

The Commission publicly launched the resource guide "Preventing Harassment in the Workplace" in August 2000. The guide provides information to employers about how to develop and implement anti-harassment policies in the workplace and provides sample policies, checklists and tips for employers, employees, and union representatives about how to deal with the full range of harassment covered by the *Code*, including racial harass-

ment. The guide is the most popular Commission resource and has been downloaded from the website over 10,000 times since its launch.

IAOHRA 2000
The Commission hosted an international conference in August 2000 called "Renewing Vigilance – Human Rights in the World Community" in conjunction with the International Association of Official Human Rights Agencies (IAOHRA), an umbrella organization of over 160 human rights groups from around the world. The conference attracted a diverse group of delegates from around the world with a large contingent from the United States. Racism, employment equity, hate crimes, Aboriginal issues, and other issues related to multiculturalism and racial equality were an integral part of the conference sessions.

Public Interest Program:

Special Program Approvals and Employment Equity Plans
Section 42 of the B.C. Human Rights Code, allows employers and others to develop and implement employment equity and special programs to ameliorate the situation of historically disadvantaged groups such as visible minorities and Aboriginal people. The Office of the Deputy Chief Commissioner not only grants approvals for these programs, it also advises employers on the appropriate development and implementation of these programs. The following information highlights some of the Special Programs and Employment Equity plans approved by the Commission during 2000-2001:

Three School Districts received approval to give preference, or restrict hiring for certain positions to Aboriginal candidates. This brings to 10 the number of school districts that have used special program approvals as a tool to support efforts to improve education equity for aboriginal students.

As of March 31, 2001 all Ministries in the provincial government had approval to give preference when hiring auxiliary staff to candidates from the four designated groups: Aboriginal people, visible minorities, people with disabilities and women. Since approximately 50 per cent of people hired into permanent positions come from the auxiliary pool, the medium term objective of this special program is to increase the representation of designated groups in permanent positions. Reports from Ministries show varied rates of progress to date, with Aboriginal people and visible minorities representing from 13 to 46 per cent of auxiliary hiring. It is not yet clear the extent to which people hired under this initiative will move into permanent positions.

Public Interest Program – Becoming a Party to Cases dealing with race discrimination
The Deputy Chief Commissioner (DCC) became a party to 30 complaints in 2000-01 and took part in 15 cases at the Human Rights Tribunal hearing stage. Several cases that the DCC participated in dealt with issues related to racial discrimination.

The DCC became party to two settlements that included remedies intended to prevent racial discrimination in future. One settlement resulted in the development of a fact sheet to educate staff, contractors and clients on racism, and a policy to guide staff and contractors in dealing with discriminatory statements or actions by clients. Another settlement requires the Adult Custody Branch of provincial Corrections Services to undertake a workplace audit to identify any policies or practices that may lead to, or allow, discrimination on the basis of race or gender. An action plan will be developed and implemented based on the findings of the audit.

The DCC became party to the hearing of Mr. Kennedy's complaint against the Ministry of Employment and Investment, Energy and Mines Division. Mr. Kennedy alleged that he experienced harassment and was not given opportunities for promotion because of his race, colour and ancestry. The DCC became a party to the hearing of Mr. Kennedy's complaint because the case raised the systemic problem of under-representation of visible minorities in the public service. The Tribunal found that there was a lack of evidence to support Mr. Kennedy's complaint and, not having found the complaint justified, declined to rule on the broader issues raised by the DCC. The complaint and the Tribunal ruling have been analyzed to identify how the Commission can improve its capacity to investigate and pursue complaints of systemic racism in future.

During 2000/01 the DCC was also party to one investigation into a complaint of discrimination in services based on race and a complaint of racial discrimination in employment. The DCC is party to another complaint of systemic racial discrimination in employment that will be heard by the B.C. Human Rights Tribunal in December 2001.

Staff Training & Education

The Commission provides ongoing information to staff regarding multiculturalism and racial discrimination. Staff and management are routinely updated on current case law and legal developments in the area of racial discrimination. Compliance staff, including Human Rights Officers, Complaints Analysts and support staff attended a staff training session on anti-racism and multiculturalism this year with facilitator Jin-Sun Yoon.

2. THREE-YEAR STRATEGIC PLAN

The B.C. Human Rights Commission developed and continues to implement its Strategic Plan 1998 – 2003. Inherent in the Strategic Plan is the pursuit of equality for all British Columbians. The Plan forms the basis for all of the Commission's business planning in each program area. Specific goals and objectives targeted at removing racial barriers in the public education system and the workplace have been identified in the Commission's Strategic Plan (see above for more information).

The Commission will be undertaking a review of its current strategic plan this year. With input from community stakeholders and staff, the Commission will determine its priority issues for the coming years. Issues related to racism, in particular systemic racism, and racial discrimination will continue to be a Commission priority.

3. ANNUAL BUSINESS PLAN 2001-2002

The Commission is planning to undertake several initiatives related to multiculturalism and race discrimination in the year 2001-2002. Some of the highlights include:

- **Aboriginal Education Project** – the Commission will hold public hearings in the fall of 2001 in several communities around B.C. on the barriers to Aboriginal students in the public education system. A final report will be released in 2002 with recommendations to government and other key players in the education system.
- **Race Complaints Project** – workshops will be held with community organizations that focus on race discrimination to inform them about the Code, the complaint process and how they can assist their clients through the Commission's investigation and mediation process. This is a joint project with the former Multiculturalism B.C.
- **Community Initiated Projects and Action on Race Discrimination**- the Commission is working with its community partners and the Canadian Human Rights Commission to deliver workshops on human rights issues to key communities in B.C. The workshops will be delivered in three or four new communities identified by the planning committee.
- **Youth Focused Initiative** – The previous visual and language arts project has been reviewed and revised to reflect the feedback from youth and other community members. In 2001-2002 the Commission is launching the *Youth Act Now* project. This campaign will encourage young people to lead and develop human rights activities including anti-racism projects. *Youth Act Now* invites young people throughout B.C. to send in proposals for projects that address discrimination. Projects chosen to receive Commission funding will start in September and continue until December in recognition of International Human Rights Day. To support this initiative, the Commission distributed a resource guide to schools and community centres throughout the province with examples of activities, the project funding criteria and an application form.
- **Employment Equity Policy** – the Commission will develop an implementation plan for its Employment Equity policy this year. Employment equity principles will be used to staff complaint analyst and human rights officer positions.
- **Law Courts Education Society** – The Compliance Program will work with the Law Courts Education Society to hold community consultations on ways the Commission can improve its handling of race complaints.

EXECUTIVE SUMMARY

A key component of B.C. Hydro's current strategic direction is to build a strong and capable organization. One of the ways we seek to operationalize this component is to increase the diversity of our workforce to reflect the communities we serve and to encourage new ways of thinking and operating.

As well, through our internal "Triple Bottom Line" approach to doing business, we are committed to measuring three bottom lines – environmental, social and economic. We have expanded reporting on our social performance by providing information on a wide range of community and partnership activities.

Over the 2000/01 fiscal year Hydro continued to build on our ability to provide equitable service to customers; maintain and develop new relationships in the communities; worked in partnership with Multiculturalism B.C.; developed strategic workforce planning and training initiatives; and created a new outreach recruitment strategy.

There have been many significant achievements this year and they are detailed throughout this Report. Some of the primary initiatives in these areas are as follows:

- B.C. Hydro strategically diversified our PowerSmart Youth Energy Services (YES) Team, which works in the community and attends many multicultural events to provide product and service information to customers. The 2000/01 YES Team was made up of more Aboriginal youth than ever before which increased our ability to positively interact with First Nations peoples at events throughout the province. As well, youth with language skills in addition to English were recruited to ensure higher quality interaction at multicultural events in the Asian and Indo-Canadian communities.
- A Duty To Accommodate Policy and Guidelines were developed in response to the increased need to provide reasonable accommodation for employees with disabilities and religious and cultural obligations. The Guidelines will also serve to develop awareness of the need to accommodate differences and further develop our capability to become a more culturally responsive organization.
- B.C. Hydro Internal Communications and Diversity areas developed a mutually beneficial partnership to educate each other with respect to our roles and responsibilities. This partnership encouraged a higher level of understanding and created the ability to communicate to employees in the area of multiculturalism and diversity in a culturally competent and timely manner. Internal Communications received the 2000 Multiculturalism Award for their outstanding efforts.

In the 1999/2000 fiscal year Hydro undertook a cultural assessment of the organization using an assessment tool provided by Multiculturalism B.C. We then developed a three-year Multiculturalism Plan. This Plan has two major objectives as follows:

- **Continue to increase the diversity of our workforce to reflect our customer base.**
- **Further develop our capability to serve a diverse customer base in a culturally competent manner.**

The attached Three Year Multiculturalism Plan outlines accomplishments of Year one of the Plan, fiscal 2000/01, and provides information on initiatives for the second and third years of the Plan.

HIGHLIGHTS AND ACCOMPLISHMENTS

1. Executive Commitment

A key component of B.C. Hydro's strategic direction towards sustainability is to build a strong and capable organization. This component is being operationalized through work being carried out which will increase the diversity of our workforce to reflect the communities we serve and encourage new ways of thinking and operating.

B.C. Hydro is also committed to measuring business results using a triple bottom line approach which includes environmental, social and economic reporting. We have significantly expanded reporting on our social performance this year. Information is provided on a wide range of community and partnership activities including creating economic opportunities for First nations Peoples, and on our efforts to build a strong and skilled workforce as a foundation for continued success in a changing electricity industry.

The structural support for multiculturalism is through the Human Resources Planning and Development Department (HRPD) which resides in Corporate Human Resources. A Diversity function within this area, with dedicated resources, is responsible for policy development, planning for diversity, employment equity and multiculturalism, development and maintenance of tools for measuring success, and coordination of programs and initiatives.

Externally, we participate in inter-ministry/Crown and government-wide networks and committees to collaborate and share multiculturalism resources and best practices.

In addition to the Diversity function, B.C. Hydro has also made a commitment to develop mutually beneficial relationships with First Nations communities through the Aboriginal Relations Department (ARD). This year ARD developed a pre-employment Trades Training Program for First Nations and doubled their number of applicants over last year for the Aboriginal Business Partnership Program.

As well as corporate support, each of Hydro's Strategic Business Units provides funding to the Hydro Employees Multicultural Society (HEMS). HEMS involves employees at all levels and coordinates numerous multicultural events throughout the year that increase awareness and appreciation of British Columbia's diverse population.

B.C. Hydro also provides corporate sponsorships, donations, and volunteer resources to numerous events, and organizations, as well as, providing a wide array of scholarships and community project funding to high school and college/university students.

2. Communications

B.C. Hydro's commitment to multiculturalism is promoted on a regular basis through internal and external communications. Internally, publications such as *WATTSNEW* and *PLUGGED IN* provide employees with information about events taking place internally and in the community. This includes all multicultural events sponsored by B.C. Hydro. The Diversity area and Internal Communications created a partnership to better understand and inform employees about issues related to diversity and multiculturalism. Internal Communications received the 2000 Multicultural Award from the Ministry of Multiculturalism and Immigration for their significant achievements in this area.

TALKING CIRCLE is published by the Aboriginal Relations Department (ARD) and is distributed to all employees and Aboriginal bands province-wide. *TALKING CIRCLE* is intended to maintain standards of open communication and respect between first Nations and B.C. Hydro, as well as to provide a lively and informative publication.

B.C. Hydro also maintains internal websites such as the Hydro Employees' Multicultural Society (HEMS) site, Lifestyles and Health Services. These sites provide employee access to a variety of information on events, services, news and other information.

Externally, B.C. Hydro communicates with its customers through a number of different avenues, such as print media, radio and television, newsletters included in customer statements, an internet site, and other printed information that is available through our PowerSmart and Customer Service Centres.

Additional communications initiatives in the 2000/01 fiscal year related to multiculturalism included:

- PowerSmart demonstrations and advertisements about programs and services were offered in a variety of languages through multicultural media and community events.
- B.C. Hydro's Interactive Voice Response customer service information system which offers service in six languages. In addition, the AT&T language line provides translation as required in eleven languages.
- Safety brochures and decals are multilingual (Punjabi, Cantonese & English).
- Corporate branding advertising and information on holiday closures and the Residential Help Campaign were placed in various multicultural media including *Raven's Eye, Kahtou, Sing Tao, Ming Pao, Indo-Canadian Times* and the *Indo-Canadian Voice* for an annual total of 40 insertions in these publications.
- The Media Relations Department provided all media advisories and press releases to non-English language publications such as the Chinese and Indo-Canadian newspapers.
- A new website on Hydro's internet was created to profile Hydro's Apprenticed Trades to ensure greater accessibility to information. Providing this information in this manner was a recommendation of our Employment Systems Review. It is believed that implementation will provide clarity around the necessary qualifications to enter the Apprenticeship Programs and encourage, in particular, Aboriginal people in the trades.
- B.C. Hydro sponsored the "Millennium Brochure" for Vancouver Asian Heritage Month. The brochure outlines 100 years of history, achievement and significant contributions made by Asian communities in British Columbia, and was distributed to schools and libraries throughout the province.
- B.C. Hydro presented on the topic of "Strategies for a Culturally Diverse Public" at the second annual Ministry and Crown Corporation Forum on Multiculturalism in September 2000.
- International Human Rights Day and the Day for the Elimination of Racial Discrimination were acknowledged with a *WATTSNEW* message to all employees

from the President and CEO and the Vice President of Human Resources.

- The Hydro Employees Multicultural Society continues to maintain a website that allows employees access to information regarding multicultural events and activities taking place internally and in the community. This increases employee awareness and understanding of multiculturalism and its importance to B.C. Hydro.
- Health Services publishes a newsletter for employees and their families outlining community services, counseling in employee's own language and First Nations services, which enables employees and their families to find resources that will respond in a culturally competent manner to health or other problems.
- The Aboriginal Relations Department maintains an Aboriginal Business Directory which allows B.C. Hydro employees and the public internet access to information and promotes Aboriginal and Band-owned businesses.

3. Policies, Programs and Services

- B.C. Hydro's Respectful Workplace Policy was implemented in 1994. At that time the Respectful Workplace Program was established. This program provides information, training and counseling employees to ensure compliance with workplace policies relating to their conduct and working relationships with other employees and customers.
- Implementation of recommendations resulting from an intensive three year Employment Systems Review is underway and a number of these recommendations have assisted in revising policies around recruitment and selection and are paving the way for more inclusive hiring practices.
- An Employee and Workplace Environment Policy was developed in 1999 and outlines Hydro's policy on maintaining a respectful work environment for all employees. As an integral part of this policy, a draft Duty to Accommodate Policy and Guidelines were developed in 2000/01.This additional policy and guidelines, when fully developed, will ensure Hydro's responsibility is met with respect to reasonable accommodation in the workplace pertaining to all areas protected under the B.C. Human Rights Code.
- Flexible Work Arrangements Guidelines assist individuals with accommodation of work and family responsibilities, religious obligations, community service and educational needs.
- With respect to programs and services for customers, B.C. Hydro continues to implement ways of improving service to ensure non-English speaking customers have better access to information about products, services and safety concerns. This is accomplished through an interactive voice response phone-in service, advertising in newspapers which are published in languages other than English, attending community events and providing information at the events in languages other than English.
- Services for potential employees include intensive outreach recruitment to the Aboriginal and Visible Minorities communities through attendance at career fairs, workshops, seminars, conferences, community events, Colleges, Universities and through the provision of scholarships, work practicums, co-op programs and Aboriginal internship programs.
- The Aboriginal Business Partnership Program provides grants totaling $75,000. to assist small business owners meet the capital costs involved in starting up or expanding their business.

4. Training And Education

B.C. Hydro provides various forms of training to its employees using internal and external training resources. As well, external organizations utilize B.C. Hydro's internal training resources as they are recognized as leading edge programs in many areas.

- Cross Cultural Training was provided by the Aboriginal Relations Department to employees and external corporations, increasing the awareness of Aboriginal issues and business drivers for working cooperatively with First Nations communities. The 1999 Multiculturalism Award was given to B.C. Hydro to recognize this unique program and the value that it brings to not only B.C. Hydro, but the community at large.
- B.C. Hydro's Health Services Department provides Respectful Workplace Training sessions to new employees on a quarterly basis.
- B.C. Hydro launched a pre-employment Trades Training Program for First Nations. This program was developed by the Aboriginal Relations Department and the Electrical Industry Training Institute. The program includes a mix of hands-on and classroom training that will provide students with the necessary skills to gain employment in the construction, maintenance, utility or vegetation management fields or to apply for apprenticeships in these industries.
- B.C. Hydro presents and trains other companies nationally and internationally in Dam Risk Management.
- An Aboriginal Internship Program, started in 1999, continued with more Aboriginal Interns being hired in the 2000/01 fiscal year. This program provides qualified candidates with training and work experience which will enable them to succeed in managerial positions either at B.C. Hydro or externally in their own communities or in other organizations.

- A comprehensive training program for new B.C. Hydro Managers was developed this fiscal years. This program covers a broad range of training and includes training on human rights, diversity, and the duty to accommodate.
- Recruitment and Selection Training for all Managers was also developed and includes inclusive hiring and selection models.

In addition, B.C. Hydro provided funding for the following scholarships and programs:

- 120 Scholarships for students, some specifically designated for Aboriginal students, in high school and post-secondary institutions.
- First Nations Computer Systems Technology Program at BCIT.
- First Nations Education Steering committee for the Seventh Generation Club, which encourages First Nations youth to make healthy choices, participate in sports and the community, and stay in school.
- Big Sisters Aboriginal Mentoring Program.
- Sto:lo Nation Ethnobotanical Garden Program.
- University of Northern B.C. – Northern Advancement Program.

5. Community Outreach

B.C. Hydro is one of the largest supporters of community initiatives and programs across our province. Hydro's Outreach Program supports initiatives in the areas of multiculturalism, anti-racism, arts, First Nations, education, and environment. As well, our Aboriginal Relations Department uses a principle-based approach to establish mutually beneficial relationships with First Nations.

Our Donations Program supports not-for-profit groups that provide direct services, programs and opportunities, contributing to the vitality and well being of B.C. communities. B.C. Hydro's Community Investment and Partnership Programs are coordinated by the Outreach Programs department. Our outreach activities include corporate and regional donations committees, a province-wide scholarship program, Power Pioneers (retired employees) and B.C. Hydro Employees Community Services Fund (HYDRECS).

B.C. Hydro's Human Resources Services Department attends many career fairs in the interest of attracting diverse candidates to B.C. Hydro's pool of applicants for employment. As well, many of our employees volunteer their time at various community events, schools, and fundraisers. The following is a list of the community outreach activities that have taken place in the last fiscal year:

- Attended 38 career fairs and conducted 26 workshops at agencies such as Progressive Intercultural Community Services Society (PICS), United Chinese Community Enrichment Services Society (SUCCESS), Adult Learning Development Association (ALDA), and various First Nations employment agencies and schools throughout B.C.
- Funded 200 Youth Employment positions to work on thirty-seven community projects including Aboriginal and visible minority communities.
- The Hydro Employees Multicultural Society (HEMS) hosted a MiniFest at B.C. Hydro to raise funds for the Vancouver Community Festival Society. HEMS has also fundraised this year for the Asian Film Festival, the Vancouver Japanese Language School and the Laurier Institution.
- HEMS organized Chinese New Year and Persian New Year displays at B.C. Hydro.
- A Tea Appreciation forum was held at the B.C. Hydro Dunsmuir Power Smart Centre in honour of Asian Heritage Month 2000.
- B.C. Hydro played an important part in the acquisition and preservation of an important cultural treasure – known as a dance apron – and is a piece of ceremonial regalia attributed to the Kwakwaka'wakw people of Northeastern Vancouver Island. A partnership between B.C. Hydro and the U'mista Cultural Society in Alert Bay preserved the artifact as an historical treasure in B.C. and prevented its sale to a U.S. collector.
- Sponsored "the Gathering", an Aboriginal Education Program which honours graduating Aboriginal students and gives the community a chance to come together to celebrate through feasting, drumming, dancing and sharing of cultural teachings. The Aboriginal Education Program provides cultural programs and support for more than 1,000 Aboriginal students as well as cross-cultural awareness activities for the School District of Coquitlam.
- Sponsored the Asian Heritage Month Millennium Brochure.
- Sponsored Women of Distinction Awards. Judith Ali, Chair of the Hydro Employees Multicultural Society was nominated this year in the "Voluntary Community and Humanitarian Service" category for her work with HEMS and other activities.
- Sponsored the Annual 24th B.C. Elders Gathering.
- Celebrated Multicultural Week at the Annual Hydro Employees Multicultural Society Fair.
- Celebrated National Aboriginal Day on June 21, 2000 at both the Dunsmuir and Edmonds locations. Festivities included prayers, dancing, mini pow wows and traditional meals.
- Provided Power Smart demonstrations in Cantonese at the Home Show.
- Sponsored the B.C. Aboriginal Languages Day.
- Sponsored the Sto:lo Nation Educational Awards.

- Sponsored "Gearing Up" – first Nations Camp for Applied Science at UBC.
- Co-sponsored and participated in the Diversity and Business Forum organized by Multiculturalism B.C.
- Sponsored the Concours D'art Oratoire.
- Sponsored the First Nations Education Totem Pole Fundraising dinner.
- Sponsored the Vancouver Aboriginal Friendship Centre – Aboriginal Cultural Festival.
- Sponsored Surrey Delta Immigrant Services Society's "Cultural Diversity Awards for Business."

6. Evaluation

Corporate and Strategic Business Unit diversity and multiculturalism objectives are measured both quantitatively and qualitatively. This occurs through semi-annual demographic profile reports and analysis of the reports.

As well, Hydro's second Annual Triple Bottom line Report measures progress made towards our social, environmental and economic objectives.

A Retention Analysis was completed this fiscal year and provides recommendations on where Hydro needs to focus it's efforts to increase retention in our workforce to encourage and maintain diversity within the organization. Information from the analysis is being used in the strategic workforce planning process.

The Diversity function is responsible for ensuring point-of-hire surveying of new employees and employees hired under the Youth Options Program as to their designated group status. This function is also responsible for the maintenance of the Equity Data Base, managed by B.C. STATS, and for the dissemination and analysis of demographic reports.

A major evaluation of all employment systems was completed in the 1998/99 fiscal year and implementation of recommendations from the review is underway through a multi- year Implementation Plan. On-going reviews of processes and systems will continue to identify barriers to participation of designated groups in the workforce.

B.C. HYDRO THREE YEAR MULTICULTURALISM PLAN 2000 – 2003

MULTICULTURALISM PLAN INITIATIVES	STATUS FOR 2000/01	ACTION IMPLEMENTED 2000/01	ACTION 2001/02	2002/03
Ensure the commitment to increasing the diversity of our workforce continues to be articulated in B.C. Hydro's Corporate Strategic Business Plan.	Implemented	Commitment to diversity is articulated in the Corporate Strategic Plan and, as well, is also articulated this fiscal year in the Triple Bottom Line Report. This Report outlines Hydro's three bottom lines – environmental, social and economic. B.C. Hydro has made a commitment to reporting our performance from this triple bottom line perspective.	Continue to ensure that employment equity, diversity and multiculturalism initiatives are captured in the Triple Bottom Line Line Report and Corporate Strategic. Plan	Ongoing.
Raise awareness of multiculturalism through internal publications such as *Wattsnew, Plugged In* and other internal networks to provide line staff and managers with the opportunity to be involved with and promote multiculturalism as a part of regular business.	Implemented	Continued to build positive working relationships with the Internal Communications Team who assist in the promotion of multiculturalism through various employee publications. A variety of articles written by and for Hydro employees related to multiculturalism were published through Internal Communications.	Ongoing.	Ongoing.
Develop Accommodation Training for HR Business Partners & Advisors, including accommodations with respect to religious and cultural needs as well as disabilities.	Implemented	Duty To Accommodate Policy and Guidelines completed.	Trainer will be contracted and training rolled out.	Ongoing.
Assess the viability of Power Smart Centres to play a role in providing Hydro employment information and outreach recruitment services to potential candidates. Meet with appropriate managers.	Implemented	Power Smart Centres now provide access to job postings through computer stations linked to Hydro's internet and external job postings.	Ongoing	Evaluate/ Review.

B. C. HYDRO

MULTICULTURALISM PLAN INITIATIVES	STATUS FOR 2000/01	ACTION IMPLEMENTED 2000/01	ACTION 2001/02	2002/03
Maintain B.C. Hydro's commitment to employing dedicated resources who are responsible for providing the direction and support to the organization for fulfilling diversity and multiculturalism policy expectations and coordination of initiatives.	Implemented	Dedicated resources dealing with diversity/equity/multiculturalism issues reside in HR Planning and Development in Corporate Human Resources.	Ongoing	Ongoing.
Continue to maintain B.C. Hydro's Aboriginal Business Directory website to allow access to aboriginal owned businesses by both employees and the general public.	Implemented	As well as maintaining the Business Directory of Aboriginal business owners, B.C. Hydro has now included this information on the Aboriginal Relations Website to expand the knowledge and use of hundreds of Aboriginal owned businesses throughout the province. Hydro also implemented the Aboriginal Business Partnership Program which provides funding to small business owners to assist in starting up or expanding their businesses.	Ongoing	Ongoing.
Assess the viability of using diversity competencies in the selection processes.	Partially Implemented	Power Supply, one of Hydro's largest Strategic Business Units (SBUs), has implemented for all job interviews. Other SBUs use for Human Resources job interviews only.	Implement any further mutually agreed upon initiatives after discussions with Strategic Business Units.	Evaluate/ Review.
Discuss opportunities with Strategic Business Unit (SBU) leads to develop inclusion of multiculturalism initiatives in the SBU business plans.	Implemented	Strategic Business Units have included providing resources for multiculturalism initiatives – through partnering with the Hydro Employees Multicultural society (HEMS) – in business plans.	Ongoing	Evaluate/ Review.
Include Aboriginal employees as part of the Youth Team to lead Hydro's participation in Aboriginal community events and ensure employees with language skills, in addition to English, are part of Youth Teams participating in non-English speaking community events. Discuss with project sponsor and manager to develop criteria for success.	Implemented	Aboriginal employees and employees with non-English language skills were recruited for Youth Team in the 2000/01 fiscal year through efforts by outreach recruitment team.	Outreach Recruitment Team will continue to target designated groups for hiring opportunities. Outreach Team will also attend career fairs and provide presentations on job search and interviewing skills targeted to designated group communities.	Evaluate/ Review.
Provide translations in high-demand languages through the Interactive Voice Response System as well as the AT&T Language Line.	Implemented	Customer Services instituted a new system which allows non-English speaking customers to receive service in their own language.	Ongoing.	Ongoing.
Maintain ongoing contacts with ethnocultural media.	Implemented	All media advisories, press releases, corporate branding ads, and information on the Residential Help Campaign have been included in the major non-English speaking and Aboriginal newspapers and publications in B.C.	Ongoing.	Ongoing.
Assess the viability of advertising B.C. Hydro's multi-lingual Interactive Voice Response system on the B.C. Hydro external website. Discuss with Internet Manager and Customer Services.	Not implemented	Changes to external website will be reviewed in June 2001.	Implement mutually agreed upon revisions to website.	Evaluate/ Review.

B. C. HYDRO

MULTICULTURALISM PLAN INITIATIVES	STATUS FOR 2000/01	ACTION IMPLEMENTED 2000/01	ACTION 2001/02	2002/03
Continue to allocate financial resources for donations to community projects, scholarships, events and initiatives in support of multiculturalism initiatives.	Implemented	Provided donations to Business and Diversity Forum, Women In the Trades National Conference, Skills Canada B.C. through HR Planning and Development; Corporately B.C. Hydro continued to support requests for donations from a wide variety of community organizations; continued to provide numerous scholarships and support for community multiculturalism events and initiatives.	Ongoing.	Ongoing.
Continue to provide Respectful Workplace Training for new employees.	Implemented	Respectful Workplace Training was carried out for new hires in the 2000/01 fiscal year.	Ongoing.	Ongoing.
Re-release "Introduction to B.C. Hydro" document, which offers information about B.C. Hydro's services in high demand languages to various immigrant services societies such as the United Chinese Community Enrichment Services Society (SUCCESS). Research existing document and make changes as necessary in consultation with Customer Services.	Not Implemented	On hold pending discussions with Customer Services.	Research existing document & make changes as necessary in consultation with Customer Services. Implement mutually agreed upon document & distribute.	Evaluate/ Review.
Corporate and Strategic Business Units continue to support the Hydro Employees' Multicultural Society to ensure commitment to employees to continue awareness building of multiculturalism and anti-racism in the organization and the larger community.	Implemented	Each Strategic Business Unit sponsored at least one multiculturalism event throughout the 2000/01 fiscal year and provided financial as well as human resources for events.	Ongoing.	Ongoing.
Continue to provide Cross-Cultural Training to all new employees.	Implemented	Ongoing through Aboriginal Relations Department.	Ongoing.	Ongoing.

EXECUTIVE SUMMARY

The British Columbia Lottery Corporation remains committed to being a culturally responsible corporation. We continue to pursue an employment equity strategy, which fosters an appreciation for diversity in our workplace by attracting applicants from the four equity groups. Our guiding philosophy is that every employee be respected as an individual and accorded understanding and fair treatment at all times.

British Columbia Lottery Corporation continues to manage and operate lotteries, casinos and electronic bingo in various locations throughout British Columbia. We maintain the principles of cultural awareness in our corporate wide training sessions for all staff, new and existing. Our publications are distributed in various languages for our retail network and the public.

With its headquarters in Kamloops, a marketing office in Richmond, a branch in Victoria, as well as key positions located in the field the Corporation employs a full-time equivalent (FTE) of 640 people.

HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The Executive Team of B.C. Lottery Corporation has under gone significant change in four key strategic positions in the past year, including Vice President of Marketing, Vice President of Casinos, Director of Corporate Security and Director of Sales. The executive team consisting of the President, Vice Presidents and Directors will be maintaining a commitment to diversity initiatives, including multiculturalism, as an integral part of regular day- to- day business.

Communications

A variety of communication vehicles and publications are translated into various languages as follows:

- Lotto Line monthly newsletter to retailers
  - complete Korean translation mailed to requesting retailers monthly
  - cover story, lottery knowledge quiz and monthly Q & A are translated into Chinese and mailed out monthly to requesting retailers.
- Chinese Lottery Guide
  - complete Chinese translation of Lottery Guide 30-page brochure for lottery players' reference. Available upon request to all retailers in BC.
- Chinese Luck
  - monthly 8-page winning numbers/winners info publication produced for lottery players. Available to retailers (who in turn provide to customer) upon request.
- Training material
  - Text for Lottery Training Handbook (key component of BCLC's retailer training program) is translated in both Korean and Chinese.
  - text for Winning In Retail training module translated in both Korean and Chinese
- Lottery Ticket Center Bonus program folder is translated into Korean
- Monthly event calendars, Differences Welcome wall calendar, and Multiculturalism Week posters provided by Multiculturalism B.C. were issued at various work locations.
- Advertised employment opportunities in various cultural publications
- Subscribe to Language Line Service which allows us access to translators in an almost unlimited number of languages
- Many of our Territory Managers are fluent in other languages which lends support to the various Retailers diverse backgrounds

  Note: We continue to evaluate the need to translate publications into other languages.

Training and Education

- Provided awareness sessions to new employees to ensure they are conversant with the Corporations diversity/employment equity programs
- Manager training and support on current Human Rights Laws, Cultural sensitivity and Employment Laws

- Corporate Intranet site known as "Insite" provides information on Chinese Horoscopes
- "Learn While You Lunch" topics included a session on Alternative Medicine, discussing healing methods of other cultures

Community Outreach

- Participated in numerous job fairs including:
- PICS
- SUCCESS
- Participated in Chinese New Year celebrations at B.C. Place
- Celebrated the Swearing In ceremony of two B.C. Lottery Corporation employees as they became Canadian Citizens
- Provided employment opportunities through job shadowing and work practicums
- Human Resources staff liaise with local agencies including First Nations and B.C. Paraplegic Society

In addition, the B.C. Lottery Corporation has a Community Stage program that has travelled to many communities in all regions of B.C. The Community Stage has participated in cultural events including the following highlights:

- Dragon Boat Festival, (Vancouver)
- Discovery Coast Music Festival, (Bella Coola)
- B.C. Seniors Games, (Surrey)
- Canada Day Celebrations, (Vancouver) which will feature our stage for the Swearing in of 124 New Canadian Citizens

Many casinos are personalized to its communities, including cultural diversity needs of the clientele it services by the products it promotes and sells.

THREE-YEAR STRATEGIC PLAN

BCLC strategic plan for 2001 to 2004 will focus on

- Ensuring members of the four designated groups have no recruitment or employment barriers
- Delivering diverse services to the public recognizing B.C. diverse client base
- Having a workforce that reflects B.C. diverse workforce
- Ensuring that the Corporation is seen, understood and perceived as a welcome work environment for diversity groups

The Corporation continues to work closely with the St. Mary's reserve near Cranbrook to design and operate a destination Casino. The Casino will be integral to a larger resort which will include: 124 room hotel, lodges, restaurants, lounges, conference center, 18 hole golf course, recreation and aquatic center, Kumaxa Interpretive center, 24 unit Kumaxa Teepee Camp and a Native Women's Arts and Craft Center. We will work with the five First Nations to develop training programs specifically in the area of casino gaming in order to ensure adequate training is provided to have fully trained staff in the casino who are members of the First Nations.

ANNUAL BUSINESS PLAN

The Corporation will participate in multicultural community job fairs to raise our profile as an employer of choice. We will continue to market our employment opportunities with key designated groups (persons with disabilities and Aboriginal peoples). We are committed to ongoing customer service initiatives such as community outreach, translations and community presentations to diverse communities. Ultimately our business plan speaks to attracting, developing and retaining the best possible workforce that values and rewards leadership, innovation, and excellence with a foundation built on diversity and multiculturalism.

1. EXECUTIVE SUMMARY

PavCo markets and manages four successful public facilities within the Lower Mainland and the Fraser Valley of British Columbia. These venues provide space for conventions, trade and consumer shows, film production, sporting events and a variety of other special events. In addition, Meetings BC, a new division of PavCo, was established in 2000 to assist communities throughout the province in the development of their meeting and incentive travel tourism. Fiscal 2001 saw PavCo generate $579 million in economic benefit to the province. The number of salaried and unionized FTEs in the Corporation as of March 31, 2001 was 173. The actual number employed was 564 including many of Taiwanese, Chinese, Farsi, Nigerian, Mexican, South American, Filipino, Japanese and East Indian birth or background.

Building on the foundation of the Workplace Diversity policy established in 1997, PavCo continues to reinforce its commitment to its core values of respect, fairness and integrity in a work environment free from harassment or discrimination. There is increasing evidence that this policy is embedded now in the culture of each of its' facilities. Employees, even those in front line positions, are not reluctant to identify inappropriate behaviors that have racial overtones. They expect Management to respond to their allegations and take steps to address the intolerance. PavCo has created this expectation through its on going "Multiculturalism at Work" training of all newly hired employees. It emphasizes that PavCo values the multicultural nature of its business, clients and staff and is committed to providing all staff with on-going support to experience and integrate multicultural sensitivity into the performance of their work and the fabric of the Corporation.

For the fourth consecutive year, the Corporation's employees were invited to participate in reviewing their level of satisfaction with the application of all the corporate core values. Also this year, very specific questions related to the working environment, were asked. The ratings were quite positive and employees were given an opportunity to elaborate on their responses and concerns in team discussion groups.

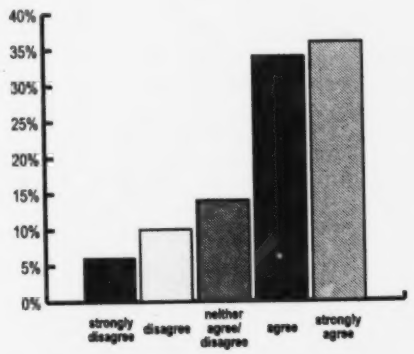
Special events to promote Multiculturalism were virtually non-existent during 2000/2001. This was partially due to competing priorities and limited resources. It was also due to the established level of acceptance of multiculturalism throughout the corporation.

2. HIGHLIGHTS & ACCOMPLISHMENTS

Communications

The Year 2000 Employee Values and Workplace Practices Survey attracted 91 anonymous and confidential responses for a 69% return rate. Survey ratings and comments were made available on the company's Intranet system and senior management met with each business unit to review and discuss the results. 36 questions were asked and employees were given the opportunity to comment frequently to support their ratings. As illustrated in the following graph, 70% of employees agreed that "My facility attempts to create a job environment in which one feels free from fear, intimidation and harassment."

The 15% of respondents who disagreed are evidence that management must continue its' vigilance to ensure this core value is experienced by the entire employee population. It should be noted however, that it is not known what percentage of this low rating is directly attributable to racial intolerance.



All advertisements for vacant positions within the Corporation include an employment equity commitment statement and encourage applications from visible minority groups. Candidate qualifications are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials.

Front-line staff at the Vancouver Convention & Exhibition Centre who are bi-lingual are provided with name badges that reflect other languages spoken. This service contributes to the friendly and hospitable environment at the Centre and provides an opportunity for visitors, guests or clients to identify interpretative services.

The Corporation offers professional counseling on a confidential basis to its employees and their immediate families through a contracted EFAP program provider. Information brochures outlining the services available are offered in five languages including English, French, Tagalong, Mandarin, and Punjabi. Qualified Counselors are also available to assist in a variety of languages including English, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

Training & Education

All new full-time staff at the Corporation's five different locations are provided with one-on-one orientation sessions. They receive copies of the Diversity brochure along with an in-depth explanation of the organization's Workplace Diversity policies and practices. It is impressed on new employees that the Corporation endeavors to create an environment where staff can learn about other cultures, explore and be curious about differences, and understand other points of view.

Similarly, part-time staff hired by PavCo and contracted services staff employed by the Corporation's suppliers are required to attend an in-depth group orientation session. They are introduced to PavCo's corporate values and receive a thorough and comprehensive training module reviewing Workplace Diversity and Harassment policies and practices.

Community Outreach

The Corporation works with the Vancouver School Board and hosts diverse students from their Career Preparation Programs when possible. Summer students from post-secondary institutions are also welcomed. Inviting students into the workplace for a work experience is educational from both the business and student perspective and provides an opportunity to share cultural customs and traditions between age groups and ethnic backgrounds.

The Corporation is gradually developing links with cultural associations in order to promote career opportunities. This fiscal, 33% of new hires were from a diverse background. Also, PavCo's contracted suppliers are required to adopt the same workplace diversity practices and, even though statistics are not available, their front-line hires reflect that commitment to a culturally diverse workforce.

3. THREE-YEAR STRATEGIC PLAN

PavCo will continue to demonstrate its commitment to its Workplace Diversity policy. It will reinforce cross-cultural understanding and integrate multicultural sensitivity into the requirements of each employee's work. All education modules including Harassment and Communication training will inculcate multiculturalism values and ensure awareness, understanding and tolerance. Outreach programs will continue to be developed with cultural agencies and associations to enhance working relationships with the diverse community and stimulate the interest of qualified applicants.

4. ANNUAL BUSINESS PLAN

While the Human Resources Department works toward recruiting culturally diverse employees, the current Annual Business plan places particular emphasis on the retention of those who do join the Corporation. It aims to ensure that they will gain equal acceptance, opportunity and appreciation for their unique cultural background.

The B.C. Rail Group's commitment to diversity and multiculturalism is embedded in B.C. Rail's Vision, Values and Strategic Plan. Accordingly, the addition of new initiatives and the extension of existing

initiatives in the reporting year, this report mirrors those of previous years.

B.C. Rail fosters a diverse workplace. Consistent with our commercial mandate, we pursue business objectives, which recognize the multicultural diversity of the marketplace and meet the specific needs of our business environment. Approximately 40% of BCR's traffic is ultimately destined for export off-shore, mostly to the Pacific Rim. Understanding, anticipating and responding to those markets is a pressing business imperative.

The Strategic Plan values describe how we conduct business. The vision of the company is further reinforced by corporate goals to create an open, communicative corporate environment and to enhance BCR's reputation as a responsible corporate citizen.

The expectations for reporting under the *Multiculturalism Act* represent a small slice of BCR Group's business practices. While we appreciate the technical differences between multiculturalism, employment equity, and diversity initiatives, BCR Group's business practices are integrated, making it difficult to isolate the application of one approach from another. For example, a key element in BCR's Strategic Plan is our efforts to build partnerships with First Nations in those areas of the Province in which we operate. To comply with the spirit of the legislation, this Report contains references to a broad range of initiatives. During 1999/2000 BCR Group saw the continued development of business activities in support of the strategic plan and a broad range of specific initiatives in support of multiculturalism.

Number of Employees (December 2000)

B.C. Rail	1,809
BCR Marine	190
TOTAL	1,999

CORPORATE COMMITMENT AND IMPLEMENTATION

The B.C. Rail Group of Companies:

- Recognize the multicultural nature of British Columbia and value cultural diversity in the communities we serve.
- Will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff or in customer relations.
- Ensure fairness and equity in operations and systems for all people, including employment and customer services.
- Take into account the anticipated impact on the diverse community when designing new programs, services, policies and methods of service delivery.
- Cultivate, enhance, understand and accept cultural diversity among its staff and the people we serve.
- Will remove inequities and biases from its existing programs, policies, services and methods of service delivery through ongoing review and evaluation.
- Enforce conflict resolution and disciplinary procedures that effectively deal with internal incidents of racism and discrimination.
- Will identify the causes of overt and covert incidents of racism and discrimination and strive to eliminate them.

Responsibility is shared. The Manager of Human Resources and Strategic Development reporting to the Vice-President Human Resources and Strategic Development is the internal staff resource acting as a consultant on these issues. Authority for action plans and departmental initiatives rests with line managers.

The Aboriginal Relations Committee is chaired by the Manager Aboriginal Relations reporting to the Vice President Aboriginal Relations. Senior managers from each of the BCR Group companies are members of this committee.

BCR Group's Vision is Appendix 1 of this report. Values are described in Appendix 2. The vision and values form the foundation of the work environment at the Group of Companies.

Specific goals and objectives from the strategic plan are Appendix 3. Corporate goals are further defined in the Group of Companies as Action Plans, described in part in Section III.

HIGHLIGHTS AND ACCOMPLISHMENTS

Communications

The communication strategy for multiculturalism and other diversity initiatives is integrated into corporate materials, tools and processes.

At a more targeted level, B.C. Rail actively promotes "Multiculturalism Week" and we raise awareness via the use of in-house vehicles such as "Connections", B.C. Rail's internal newsletter sent three times per year to all employees and displaying posters in all major areas.

As a result of regular internal reviews of corporate policies, harassment policies were revised and meet current legislation. Additional copies of Harassment policy and brochures and Promoting a Respectful Workplace are made available to employees through the company Intranet site or by contacting the Human Resources Department.

Training and Education

Four cross-cultural workshops were held to identify and discuss First Nations issues and B.C. Treaty processes. 52 employees were trained in 1999. Sessions featured distinguished speakers and senior provincial and federal negotiators.

Policy, Planning and Evaluation

Recruitment and Staffing

- As part of the BCR Group's Aboriginal Affairs Protocol initiative to promote aboriginal employment, the company actively communicates details of recruitment opportunities and notices of vacancies within the group to all 25 First Nations whose territories border B.C. Rail.
- Aboriginal Relations have participated in educational career fairs for several First Nations.
- Aboriginal Relations Internship Program continues to promote university students to acquire middle management experience. Six First Nation students have successfully completed internships with B.C. Rail and have been successful in finding work in other organizations.
- Multilingual customer service representatives continue to be the focus of recruiting at B.C. Rail Passenger Services in those job functions.
- Utilize resources to provide services in English, French, Mandarin, Cantonese, Japanese, Korean, Punjabi, Spanish, Portuguese, and German.
- Strengthen recruiting processes to capture the perspectives of internal customers.
- Continue publicizing employment opportunities in all publications and on the Internet with a notation that "BCR Supports Workforce Diversity and encourages applications from all qualified individuals".
- In 2000 – 2001 to date, no human rights complaint regarding multiculturalism, diversity or employment equity proceeded to a hearing with provincial or federal agencies. In all instances:
- Company position upheld and complaint dismissed by respective agency;
- issue resolved through use of internal investigators; or
- issue resolved with the assistance of Ombudsperson.

Benchmarking and data collection

- BCR continues to collect Workforce Diversity Census data on short-list candidates for employment.
- BCR Group was recently recognized as a crown corporation with Best Practices in the area of Aboriginal initiatives by the AWPI Federal initiative.

Scholarships

- B.C. Rail increased the BCR Group Aboriginal Scholarship Awards from 10 to 12, (seven $1,000 and five $500) for aboriginal candidates from the First Nation communities along the B.C. Rail right of way.

Protocol Agreements

- Continued dialogue to seek signed protocol agreements is ongoing. 26 presentations have been delivered to-date with 5 signed and 2 in progress.
- Signatories agree to a relationship of mutual understanding and respect, recognizing not only the distinctive history and traditions of the First Nations but also the necessity for the railway to carry on its legitimate business.

Business Activities

B.C. Rail Passenger Services

- Continue to build joint partnerships with travel agents to market services directly to core clients especially Pacific Rim, Europe, Central and South America.
- Continue to investigate integration of First Nations cultural information into tour packaging.

BCR Ventures

- To support core business and to pursue diversification initiatives, BCR Group announced joint venture

investment in non-traditional BCR businesses such as coal mining.

Business Ventures with First Nations

- Business Venture Criteria and Guidelines continue to be promoted, to assist First Nations improve the feasibility of joint venture business proposals and to date, Twelve First Nations have formally expressed interest in pursuing joint ventures with the BCR Group of Companies.
- Partnership proposals, sub-contracting, supplier contracting and potential tourism opportunities explored. Fourteen conceptual ideas on business proposals were presented and have been reviewed.
- B.C. Rail continues to develop relationships with neighbouring First Nations. BCR Group of Companies continues to contribute towards First Nations' community educational events.
- B.C. Rail is developing a Website page to include Aboriginal Relations community content on a quarterly basis.

ANNUAL BUSINESS PLAN

BCR Group's action planning cycle is August - September for the following calendar year. The following is a selection of Year 2001 B.C. Rail Action Plans that have integrated multiculturalism.

2001 Action Plans

AP 113 Aboriginal Affairs Protocol – Ongoing
Objective: The BCR Group of Companies will adapt to changing circumstances respecting aboriginal communities in a manner that positions harmonious relations and develop business opportunities in both the short and longer term.

End Result: As a result of this action plan, expand market share for the BCR Group with these communities. Each key resource member will champion realization of viable, commercial business ventures with these communities by consultation, and communication, training, contracting opportunities, joint ventures, provisions of scholarships and donations.

AP 113 First Nations Protocol Agreements
Objective: To establish formal agreements to define a process appropriate for communications and consultations to develop a relationship of trust and honesty in pursuing business and joint venture initiatives with First Nations.

End Result: Conclude an "Aboriginal Protocol Agreement " for at least one First Nation by year-end.

AP 115 First Nations Joint Ventures
Objective: To establish guidelines which define criteria for appropriate business opportunities, to develop a mandate for pursuing business and joint venture initiatives with First Nations and to establish a strategy and proactive implementation plan in keeping with Aboriginal Affairs Protocol.

End Result: Conclude an "Agreement in Principle" for at least one First Nation joint venture by year-end.

AP 276 Tourism Train Initiative
Objective: Launch an operating luxury touring train program on B.C. Rail for the 2001 season.

End Result: Launch occurred in May 2001

1. EXECUTIVE SUMMARY

B.C. Transit provides a range of transit services in municipalities throughout the province, with the exception of the Greater Vancouver area. B.C. Transit is responsible for the operation of urban transit services in Victoria, and provision of specialized services, such as planning, purchasing, leasing, and marketing through contracts with municipal governments and local private-sector operating companies which provide transit services in 69 conventional and custom systems throughout the province.

During the past fiscal year, B.C. Transit implemented the Year 1 items in its 3-year strategic plan outlined in the 1999/00 Multiculturalism Report. Through review and revision of policies, and as an integral component of day to day operations, communication, planning, and training, B.C. Transit continued its efforts to promote and support fairness and equity in its programs and policies, and to provide high quality service that meets or exceeds customer expectations.

As of March 31, 2001, B.C. Transit had 599 Full Time Equivalent employees, of whom 400 were transit operator FTE's.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

Executive Commitment

The Executive Management Team, consisting of the President & Chief Executive Officer and six divisional Vice-Presidents, continues to maintain a commitment to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. B.C. Transit's Board of Directors is committed to Equal Opportunity initiatives including multiculturalism.

Through extensive review and revision of corporate policies, completed over the past year, the Executive Management Team has undertaken to reinforce its commitment to attracting and retaining a competent, committed, high performing work force according to the principles of equal opportunity. This commitment is reflected in policies supporting a respectful and welcoming workplace for all employees, and fairness and equity in hiring and promotional practices.

Business Planning and Operations

Municipal Systems

In partnership with local municipal governments and private operating contractors, B.C. Transit acts as a contract administrator in the provision of transit services outside the Greater Victoria area, with the exception of the Greater Vancouver region. The past year's initiatives, supporting local operating companies in providing both employment opportunities and the provision of transit service that reflect the community served, include:

- In the Hazelton region, the formalization of partnership with the Gitxsan Health Society and the Regional District of Kitimat-Stikine included provision for a 30% expansion of transit services in the First Nations villages of the area. The transit service is fully bilingual, with all transportation and dispatch services offered in English and in the Gitxan language. The Gitxsan Health Society has incorporated transit service into their regular day to day services, featuring transit service posters in band and health society offices in the villages of Kispiox, Glen Vowell, Gitanmaax, Gitsegukla, Moricetown, and Hagwilget.
- B.C. Transit was pleased to receive a Multiculturalism Award from Multiculturalism B.C. for its work with the Mt. Currie Nation and regional government authorities to develop a customized transit service in the Pemberton Valley.
- Following completion of a feasibility study for the area and finalization of a partnership with local stakeholders, the transit service was implemented in the Fall of 2000, linking residents of the Mt. Currie community with employment opportunities in the Whistler/Pemberton region. Members of the Mt. Currie community were in attendance at the opening ceremony, and ongoing management of the service includes Mt. Currie as a full-fledged participant in the partnership.
- In Powell River, a survey of the Sliammon First Nation was conducted regarding transit service, with the resulting service proposal to be submitted to the

municipal partners of Powell River, Lund, and Savary Island within the next few months.

Victoria Regional Transit System
B.C. Transit is responsible for the planning, operation, and marketing of transit services in the Greater Victoria region. Over the past year the corporation was proud to introduce new and innovative vehicles into transit service.

- Demonstrations of the new equipment were made throughout the Greater Victoria region, including the Gorge Community Festival, attended by families of diverse cultural backgrounds.
- A Victoria transit operator was seconded to provide interpreter services in Punjabi to assist a client of the Community Travel Training Program, a program providing training and support in the use of transit services to persons with disabilities. The addition of Punjabi to French and German translation services, provided upon request, was appreciated by the program facilitator and participants.
- In co-operation with the Youth Employment Project, B.C. Transit has provided, and continues to provide, an employment training opportunity for at-risk youth of various cultural backgrounds. Program graduates receive a certificate of appreciation for their work at B.C. Transit, along with a complementary one-month bus pass to facilitate their job search.
- Several Victoria private agencies, including some with a predominantly ESL clientele, qualified as special-category post-secondary educational institution G-pass vendors, able to sell bus passes at discounted rates to their students or clients.

Communications

- A B.C. Transit trainer presented, in French, an information session about transit services and safety to the Francophone Society of British Columbia. The same trainer attended a national French-speaking seniors' conference held in Victoria, and presented an information session about Victoria-based services. This presentation resulted in an invitation to attend a similar gathering in Kelowna, also conducted in French.
- B.C. Transit assisted the Kelowna transit system in the start-up of its ambassador program. Transit services information was subsequently communicated at 18 community events.
- In Victoria, Transit Ambassadors continue to offer the elementary schools program in French, both orally and in video format.
- Victoria Regional Transit System information and articles were published in the Homestay newsletter to assist international exchange students and their host families with their transportation needs.
- Research was conducted into the value of advertising Victoria Regional Transit System services in ethnic media. As these news media target ethnic groups across the province, results of the research indicated that municipality-based communication in local newspapers provide more community-appropriate information.
- In Penticton and Whistler community newspapers, print ads regarding transit services on Earth Day thanked transit users, in 8 languages, for their patronage.
- "The Buzzer" (B.C. Transit's on-board monthly publication) continues to feature local cultural events and celebrations in the Victoria region.
- In the Nanaimo region, transit services information sessions continue to be provided to ESL students at Malaspina College.

Policy Planning and Evaluation

- Review and revision of all Corporate policies were completed by the Executive Management Team, including updated human rights, multiculturalism, and recruitment and selection policies.

Training and Education

- An employee Code of Conduct, developed last year by a committee of employee representatives, towards a clear understanding of and support for a respectful and welcoming workplace, was communicated to all employees. Selection and training of volunteer conflict-resolution facilitators from among the B.C. Transit staff was completed, as was facilitation training for managers and others in leadership positions. The Code is now included in orientation packages for all new employees.
- Human Rights information continued to be presented to new employees as part of the corporate orientation program.
- At the national CUTA conference hosted in Victoria in June 2000, a workshop for Municipal Systems operating companies was presented by B.C. Transit Human Resources staff on the topics of human rights, equal opportunity, prevention of harassment, and development of codes of conduct towards respectful workplaces.
- A B.C. Transit trainer assisted the Whistler and Sechelt transit contractors with strategies for positive communication with non-English-proficient passengers.

Employment Outreach

- All advertisements of vacant positions include an employment equity commitment statement, encouraging applications from all qualified candidates.
- Human Resources staff continue to liaise with local agencies assisting equity target groups. Informa-

tional interviews regarding B.C. Transit employment opportunities continue to be a regular part of Human Resources staff activities, with a particular focus on outreach to agencies assisting clientele traditionally under-represented in public sector employment.

- A job opportunities section was added to B.C. Transit's website, on which all external opportunities are posted. Response has been favourable.
- B.C. Transit is in the 4th year of inviting all applicants and newly hired or promoted employees to complete an anonymous voluntary self-identification questionnaire regarding membership in one or more of the designated equity groups. We endeavour to regularly compare applicant and new-hire demographics with Greater Victoria working age population demographics, to assist in the evaluation of our employment outreach efforts.

3. THREE-YEAR STRATEGIC PLAN

Goal

Continue to monitor and improve the recruitment, retention, and advancement of a workforce reflective of the community we serve.

Action Plan

- 2001/02: Update and expand B.C. Transit's careers promotional material to include a portable recruitment display and brochures, to more effectively promote B.C. Transit's Victoria employment opportunities to a diverse audience at school and agency careers fairs.
- 2001/02 and 2002/03: Expand opportunities for work experience, focusing on under-represented groups.
- 2001/02: Conduct an employee survey to determine present workforce profile and identify areas of under-representation.
- 2001/02: Develop a corporate succession planning model, incorporating diversity principles, to address upcoming skills shortages as 'baby boomers' approach retirement.
- 2001/02: Communicate, via e-mail or fax, notices of external vacancies to local intercultural agencies and aboriginal employment programs.

Goal

Promote awareness of diversity issues in both Victoria and Municipal Systems.

Action Plan

- 2001/02: With the revision and updating of corporate human rights policy now completed, implement training sessions for Human Rights Advisors.
- 2001/02 and 2002/03: Incorporate strategies for assisting non-English-proficient callers into Customer Information Agent training.
- 2002/03: Develop a series of supervisory/manager training opportunities, to include a managing-diversity component.

Goal

Ensure that public information and display materials reflect the diversity of the community we serve.

Action Plan

- 2001/02 and 2002/03: Continue and, where feasible, expand the availability of translation services provided by B.C. Transit staff.
- 2001/02 and 2002/03: Regularly monitor the feasibility of publication of transit services information in ethnic media.

Goal

Further expand transit services into areas not currently served, especially First Nations communities, in partnership with municipal governments and community agencies.

Action Plan

- 2001/02: Submit service proposal to expand Powell River transit service, in response to the Sliammon survey results.

4. ANNUAL BUSINESS PLAN

The following diversity-related initiatives are quoted from B.C. Transit's Performance Plan: Fiscal Years 2001 to 2004.

• *5. GOALS AND OBJECTIVES:*

5.1 Goals and Objectives to 2003/04:

Goal 6: Positive Labour Relations:

Achieve positive and equitable labour relations, recognizing the invaluable contribution and experience of B.C. Transit employees.

Goal 7: Community Participation:

Encourage the participation and co-operation of citizens, labour, business, and government in providing excellence in public transportation.

5.2 Support for Provincial Objectives:

Partnering with municipalities in the provision of transit services to further the realization of development goals for their towns and regions;

Furthering social equity by providing an affordable service that is especially important to seniors, women, youth, families and persons with disabilities;

Promoting equity for women and visible minorities in its hiring practices.

• 6. CORPORATE STRATEGIES

6.3.2 Workforce Development

In the coming years it will be increasingly difficult to attract, retain, and re-train employees in the public transportation field. Overall the industry is faced with an ever-changing and aging workforce, low unemployment and a diverse population.

To address this issue, B.C. Transit will be participating on the American Public Transportation Association's "Workforce Development Initiative Task Force". These efforts are designed to provide a clearer understanding of the future challenges for the various components of the public transportation labour market, and the steps required to address these challenges.

1. EXECUTIVE SUMMARY

The programs and services of the B.C. Utilities Commission are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

The Commission has adopted and implemented an employment equity program in the workplace. An "Equality in the Workplace" document has also been distributed to all Commission staff. The document covers Conduct in the Workplace, the Employment Equity Program, and Harassment. In 2000, Commissioners and staff participated in a "Managing Diversity" seminar at their annual strategic planning session. The Commission supports and promotes the recruitment and advancement of policies and practices of the government.

The Commission distributes its information brochures to libraries across the province. On an ongoing basis, the Commission develops specialty brochures about specific projects and regulatory initiatives. These include brochures on participant funding and negotiated settlement processes. Information is also conveyed to customers by way of Public Hearing Notices that appear in local newspapers. Internet users are invited to visit the Commission's web site (updated weekly) at http://www.bcuc.com.

General Information

1. The Commission is comprised of 20 full-time employees as of March 31, 2001.
2. The Commission encourages and supports the multiculturalism initiatives of the utilities it regulates.
3. Information, brochures and manuals are disseminated to the public, which includes B.C.'s multicultural society.

2. HIGHLIGHTS AND ACCOMPLISHMENTS

- Commission staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- The Commission provides timely responses to utility customer complaints, including those with multicultural backgrounds.
- Our published brochures are updated with timely contact information to assist the public in their actions and responsibility with regulated energy utilities.
- The Commissioners and staff attended a seminar/workshop on Employment Equity, Discrimination Prevention, and Multiculturalism Awareness in 2000.

3. THREE-YEAR STRATEGIC PLAN

The Commission has no additional plans or resources committed to multiculturalism activities.

4. ANNUAL BUSINESS PLAN

The Commission is considering translating its information brochures into languages other than English. The Commission may also require utilities to publish public hearing notices in non-English language newspapers.

EXECUTIVE SUMMARY

ICB.C. is supported by the Executive Office & Professional Employees' International Union (Local 378) and the Board of Directors in developing a culturally responsive organization.

ICBC's mission is: Helping British Columbians take the risk out of road transportation. We work towards that goal by providing effective and reliable auto insurance to all B.C. motorists and implementing road safety and auto-crime programs.

Our challenge is to demonstrate leadership by promoting diversity as a business issue. ICBC's vision is "To make diversity part of our business". Our action plans support each of ICBC's four strategic objectives. Each employee will take responsibility in valuing and respecting each other and their customers.

ICBC's goal is to support employees in an environment so they:

- are treated fairly;
- respect one another;
- respect their customers;
- model behaviour which reduces harassment, discrimination and racism; and
- reflect the diversity of British Columbia at all employment levels .

Diversity at ICB.C. extends beyond the prohibited grounds of discrimination in employment and services covered by the B.C. Human Rights Act. In addition to these prohibited grounds, ICB.C. does not support discrimination on the basis of a person's gender identity, economic status, communication style, and learning style.

ICB.C. continues to build relationships with the aboriginal, disability and visible minority communities. The establishment of a Multicultural Markets Department in 2000 reflects ICBC's commitment to furthering multiculturalism and helps to ensure that policies, services and programs are sensitive to British Columbia's diverse population. A multicultural marketing and communication plan has been developed to support ICBC's strategic goals. The development of a strategic multicultural marketing and communications plan will help ICB.C. to respond to the changing needs and expectations of diverse communities.

ICB.C. continues to work at building a positive reputation in British Columbia. This is accomplished by having all regions share the responsibility for promoting diversity through community partnerships. ICB.C. received an award from Multiculturalism B.C. for its accomplishments in 2000.

Multiculturalism B.C. also recognized ICBC's efforts at reducing racism with an End Racism Award for developing the Customer Service to a Diverse Community workshop. IAM Cares presented ICB.C. with an award for providing the largest number of information interviews for individuals from the disability community as part of the Face to Face initiative.

Number of full time equivalents 6702.

ACCOMPLISHMENTS

Please note that the accomplishments are aligned with ICBC's corporate strategic objectives.

ICB.C. will be Customer Driven

- Received End Racism Award from Multiculturalism B.C. for developing the workshop Customer Service to a Diverse Community;
- Offered training Customer Service to a Diverse Community;
- Created Multicultural Markets Department to serve Chinese and South Asian communities;
- Hired manager, Multicultural Markets and coordinators for South Asian and Chinese markets;
- Conducted research with Chinese and South Asian markets for improving customer service;
- Hired diverse youth for Youth Employment Initiative;
- Provided services in high demand languages e.g. Cantonese, Mandarin, Punjabi;
- Provided Multicultural Customer Service workshop provided to Claims;

- Provided Gender Identity workshop for Licensing and Customer Contact;
- Translated information into high demand languages;
- Provided regular road safety column in English and Punjabi for Punjabi Patrika newspaper;
- Consulted with communities including ethnocultural groups for input with regard to services, programs and products - First Nations, Chinese, and South Asian Advisory Boards, Disability Committee and Youth Committee
- Continued to build relationship with Aboriginal, Disability and Visible Minority Communities (SUCCESS, National Association of Asian Professionals, Progressive Intercultural Community Services. Tsaout Band, Tsartlip Nation, Nuu Cha Nulth Band, Takla Lake Band, Mt. Currie Band, Sto:lo Nation, Interior Indian Friendship Society, United Native Nations, First Nations Employment Centre, Newstart, Pace II, IAM Cares, Coast Foundation Society, IAM Cares, Polaris, and Vancouver Community College; and
- Included diverse artwork and posters in offices.

ICB.C. will be Financially Sound

- Presented business case for diversity to managers (effective customer service can lower operating costs which will help to minimize premiums e.g. decrease in litigated claims, increased share of optional coverage)

ICB.C. will be Community Based

- Received award from Multiculturalism B.C. for promoting diversity through community partnerships;
- Received award from IAM Cares for the employer providing the highest number of information interviews for persons with a disability as part of the Face to Face initiative;
- Received award from CNIB for supporting White Cane Awareness Week;
- Sponsored City of Vancouver's Cultural Harmony Awards (major sponsor);

ICB.C. will be Community Based

- Sponsored members from Aboriginal community for Leadership Vancouver Program (second year) – Leah George, newly elected Chief of the Burrard Band (Tsleil-Waututh Nation) sponsored in 1999;
- Participated as juror to select recipients for the Courage to Come Back Awards sponsored by the Coast Foundation Society;
- Assisted external organizations in implementing diversity e.g. City of Cranbrook;
- Participated in Nisga'a pole raising ceremony;
- Promoted road safety with Kamloops, Lillooet, Nicola, Tsaout, and Nuu Cha Nulth Bands, All Native Basketball Tournament, All Native Youth Hockey Auction, Drug and Alcohol Youth Conference, SUCCESS, and Pride parade;
- Encouraged employees to take part in community events e.g. job fairs, trade fairs, Vietnamese New Year, Walk for the Dragon fund raiser with SUCCESS, Basakhi, Children's Festivals, Billy Barker Days, Newton Days, Squamish Pow Wow and Chinese New Year;
- Sponsored SUCCESS's Walk with the Dragon, the largest community-based fundraising event;
- Participated in Multiculturalism B.C.'s organizational change forums held in Terrace, and Cranbrook;
- Partnered with Multiculturalism B.C. and Royal Roads University as a member of the Steering Committee for the Developing Leadership in Diversity Program;
- Attended Anti-Racism Forums sponsored by Multiculturalism B.C. to develop recommendations to be presented at the United Nations International Conference on Racism;
- Attended the Business Case for Diversity Forum sponsored by Multiculturalism BC;
- Presented at Disability Forum sponsored by Polaris;
- Provided funding for Cultural Diversity Awards (major sponsor)
- Provided funding for National Association of Asian Professionals' Diversity Forum, and Face to Face (disability awareness);
- Participated in Newton Days steering committee;
- Partnered with SUCCESS to promote road safety;
- Partnered with City of Surrey. Surrey Arts Council, Delta Arts Council and the Corporation of Delta to sponsor art banner competition to promote road safety in the South Asian community (currently displayed on Scott Road, adjacent to the Punjabi market in Surrey/Delta;
- Supported Courage to Come Back Awards, International Women's Day Breakfast, North Shore Multicultural Society's Family Day, Richmond Multicultural Society Fundraiser, Big Sisters Mentoring for Aboriginal Girls, and Asian Heritage Festival; and
- Provided employment presentations to community groups e.g. presentation in Mandarin for Richmond Library and Strathcona Employment Assistance Services (Richmond); North Shore Continuing Education, SUCCESS, Mt. Currie, and Public Service Commission's Career Fair.

- Provided employment information to Aboriginal youth at twelve forums held throughout B.C. sponsored by the Visions for the Future Program;
- Assisted Squamish Nation in developing a contract for youth to agree that if they drink they will not drive;

ICB.C. will be Community Based

- Supported career fairs e.g. University of the Okanagan, University of Northern BC, University of the Fraser Valley, BCIT, YWCA, SUCCESS, Progressive Intercultural Community Services, Mt. Currie Band, UB.C. First Nations House of Learning, C.A.V.E. Youth Employment Services, Public Service Commission, SFU, Douglas College, Kwantlen University;
- Attended all nine job fairs held by the B.C. Paraplegic Association;
- Provided information interviews, job shadow and work practicum opportunities e.g. North Shore Employment Services, Vancouver Community College, NEWSTART, IAM Cares, Native Education Centre;
- Provided work practicums for disability clients from Vancouver Community College and North Shore Employment Services (Eurest Food Services); and
- Partnered with the Prince George Special Advisory Committee to determine the accessibility of the claims office.

ICB.C. will be an Organization of Highly Capable and Engaged People

- Increased representation of equity members on Executive Committee (45% with four women and two members of visible minority ancestry);
- Initiated development of an intranet site for diversity in partnership with the Multimedia Department of the Youth Employment Initiative - the goal is to promote diversity by providing information, tools and resources for employees;
- Interviewed on employment equity for first issue of Equal Opportunity Secretariat's newsletter – ICB.C. selected in recognition of its proactive strategies to develop a diverse workforce to reflect the population of BC.
- Collaborated with the Office and Professional Employees' Union to participate in annual Pride parade;
- Continued to build relationships with the Aboriginal, disability and visible minority communities to support outreach recruitment;
- Participated in employment equity discussions with Aboriginal community in Kamloops and Merritt;
- Participated on Advisory Committees including Cranbrook Steering Committee for Organizational Change, Coast Foundation Society, IAM Cares, Vancouver Community College, and Multiculturalism BC;
- Sponsored two employees for Royal Roads University's Developing Diversity in Leadership Program
- Hired a person with a visual impairment who is assisted by a guide dog;
- Included diversity articles in newsletter CONTACT, regional newsletters, electronic FYI and Newswatch; and
- Acknowledged special events including Multiculturalism Week, International Day for Elimination of Racism, International Women's Day, Canada Day, PRIDE, and Chinese New Year;

THREE YEAR STRATEGIC PLAN

ICBC's strategic plan for 2000 to 2003 will focus on hiring qualified individuals from the designated groups and to integrate diversity so it is part of our business. The three-year plan was developed in 2000.

The objectives for our three-year strategic plan are:

- To increase the our workforce diversity to reflect the communities we serve
- To promote diversity as part of inclusive customer service
- To integrate diversity into ICBC's operations

1. To increase our workforce diversity to reflect the communities we serve

- Explore training partnerships with employment agencies to train persons with disabilities, Aboriginal persons and visible minority persons for employment at ICBC;
- Continue focus on outreach recruitment;
- Continue to build relationships with diverse communities;
- Provide employment information at community events;
- Support outreach events sponsored by the Equal Opportunity Secretariat;
- Provide information interviews, job shadow and work practicum opportunities;
- Provide workplace diversity information to First Nations, Chinese and South Asian Advisory Board;
- Participate in community employment equity discussions;
- Provide funding to support community events dealing with diversity;
- Continue to participate in Advisory Committees (Coast Foundation Society, Vancouver Community College, IAM Cares, Multiculturalism BC)

2. To promote diversity as part of inclusive customer service

- Present diversity information as a business case issue;
- Partner with Customer Contact and Customer Service to further diversity;
- Include diversity in customer service surveys; and
- Include success stories in newsletter CONTACT and regional newsletters.

3. To integrate diversity into ICBC's operations

- Begin to benchmark and measure progress by surveying managers using Multiculturalism B.C.'s Self Assessment Tool to determine cultural responsiveness;
- Include diversity as a regular agenda item at regional meetings;
- Coordinate and support employee participation in community events; and
- Support inclusion of diversity into regional vision or mission statement.

ANNUAL BUSINESS PLAN

In addition to the annual business plan, each region or department has developed its own business plan for 2001 to 2002 for furthering diversity. As each region or department is unique, the actions, timelines, outcomes and accountability measures will vary.

Please note that the 2001 to 2002 actions have been aligned under ICBC's corporate strategic objectives.

2001 to 2002 Initiatives

ACTION	OUTCOME	ACCOUNTABILITY
1. ICB.C. will be Customer Driven		
1.1 Develop diversity as a component of ICBC's intranet site (people@work)	Supports corporate social responsibility, markets diversity and builds relationships	HR Business Services, Multicultural Markets, Internal Communications
1.2 Encourage employees to take part in community events	Supports customer service, builds relationships & promotes corporate social responsibility	Managers
2. ICB.C. will be Financially Sound		
2.1 Continue to implement diverse customer service • Provide service in high demand languages	Improved customer service will help minimize litigated claims and increase market share of optional coverage	Managers
3. ICB.C. will be Community Based		
3.1 ICB.C. will continue to partner with First Nations, Disability, Visible Minority and Gay, Lesbian communities. Some events include: • Job Fairs • Job shadow and work practicum opportunities • Road safety initiatives • Pride Parade, Chinese New Year, Newton Days, Basakhi, Billy Barker Days and trade fairs	Builds relationships, promotes customer service, promotes diverse workforce and supports corporate social responsibility	Managers
4. ICB.C. will be an Organization of Highly Capable and Engaged People		
4.1 Develop intranet site for diversity	Promotes business case for diversity and provide tools and resources to help integrate diversity	HR Business Services, Youth Employment Initiative (Multimedia), Multicultural Markets
4.2 Continue to work at recruiting qualified individuals from the equity groups (Aboriginal, disability and visible minority) so employees reflect the B.C. population • Attend job fairs • Provide employment presentations • Liaise with equity group agencies • Provide information interviews, job shadow & work practicum opportunities • Take part in employment equity discussions	Enhances customer service, promotes diverse workforce, increases creativity and problem solving, and promotes ICB.C. as an employer of choice	Vice-Presidents, Managers, HR Business Services
4.3 Communicate diversity accomplishments on a regular basis to staff	Promotes diversity as a business case in support of strategic objectives	Executive, Vice-Presidents, Managers, Diversity Focal Points

1. EXECUTIVE SUMMARY

The mission of the Pacific National Exhibition is to provide quality entertainment, recreation, cultural and educational opportunities, and to showcase the accomplishments of all British Columbians on a

year round basis. Besides hosting the annual summer Fair, the PNE hosts trade and consumer shows, conventions, concerts, meetings, rallies, banquets, agricultural shows, an amusement park, and sporting events annually. The PNE's strong year round operations schedule, when combined with the Fair revenues, generates an annual economic spin off of more than one hundred million dollars.

One of the major impacts for which the PNE is most proud is its reputation for providing job ready skills and training to generations of young British Columbians. The Pacific National Exhibition is the largest employer of youth in the province. Our focus has been to provide valuable and transferable job skills in areas such as customer service, teamwork, communications, hospitality, finance, warehousing, public safety and security, agriculture and entertainment.

The PNE is committed to building a workforce that is as diverse as the communities it serves. This commitment is evident in our changes to seasonal and fairtime recruitment practices. This year, the human resources department visited many of the high schools, colleges, universities and community centres in the lower mainland to inform the public of the employment opportunities at the PNE. A "Jobskills" presentation was also delivered in an attempt to give jobseekers the skills and knowledge needed to find employment in today's workforce. More than 6500 applications were received for the 1000 plus positions available. Due to the overwhelming response, our annual one day job fair was extended to accommodate the increase in applicants.

The PNE has 463 FTE's.

HIGHLIGHTS AND ACCOMPLISHMENTS

Corporate Business Planning and Operations

The PNE promotes Multiculturalism and Diversity by...

- Providing our guests with a variety of products from other countries including South America, Pakistan, Shanghai, South Korea, Bali, Indonesia, Mexico, Australia, Egypt and Africa.
- Providing our guests with a variety of ethnic foods to choose from, including Ukrainian, Russian, Vietnamese, Chinese, Japanese, Italian, English and Mexican.
- Providing our guests with entertainment that is culturally diverse.
- Providing reduced Playland and Fair rates to community centres, church groups and language schools.
- Providing facilities for special events. Vancouver Pride Society celebrated Gay Day at Playland in August 2000.
- Including a variety of different businesses at our annual Fair. Exhibitors are often home businesses, non-profit organizations, government agencies or conglomerations of federal and provincial government programs, or large corporations.

Communications

The marketing department works with consulting firms to ensure that our message is reaching British Columbia's diverse cultural marketplace. This includes advertising for our annual Fair in many different languages including Japanese, Indo-Canadian, Cantonese and Mandarin through radio, television and print ads. One special event that is coordinated in conjunction with Fairchild television is the annual "Fairchild Day". This event includes "Canto Pop," a musical extravaganza showcasing favorite Cantonese Pop Artists.

A team of volunteer interpreters comprised of PNE staff, are available throughout the season to assist guests of Playland and the Fair who are experiencing communication difficulties.

Training and Education

The PNE is committed to working with the various employment services to ensure that employees with disabilities have adequate services available to assist in training and coping with workplace changes. This includes having job coaches on site working with employees to ensure smooth transitions.

The PNE works with various advocacy groups in order to provide interpreters for orientations and departmental training for new and returning employees with hearing impairments.

All PNE departments have access to materials promoting multiculturalism and diversity, such as the Multiculturalism at Work video.

Recruitment

The PNE works with various advocacy groups to provide interpreting assistance during interviews with hearing impaired applicants.

External job vacancies are advertised through many different agencies, newspapers, and publications to ensure that the diverse cultural population of British Columbia is reached.

The human resources department created a new website that allows visitors to view all positions that are being recruited for as well as to apply online. A "Life at the PNE" section was developed to give applicants a sense of the corporate culture at the PNE. Specifically, a "Success Stories" page was created which illustrates the diversity of the employees at the PNE as well as diversity of the positions available.

Community Outreach

The PNE developed a "Jobskills" presentation that was presented to over 50 high school classes as well as to many community centres in the lower mainland. These presentations were designed to provide assistance on how to build effective resumes and cover letters as well as the interview process through the employer's perspective.

The PNE has attended many career and employment fairs over the past year in an effort inform the community of our many employment opportunities.

THREE-YEAR STRATEGIC PLAN

Over the next three years, the PNE plans to develop and implement two new programs:

I. Supervisory Training Program

Our goal is to provide an effective Supervisory Training program to all employees who are employed in a supervisory or leadership capacity within our workforce. This sixteen hour program will include training in areas such as responsible recruitment practices, conducting performance appraisals, effective communication, human rights issues as well workplace harassment.

II. Guest Services Training Program

Our goal is to provide an effective Guest Services Training program to all employees working in customer services related positions. This training program will be implemented in conjunction with our orientations and departmental training. Training in areas such as cultural sensitivity, effective communication and workplace harassment will be included.

ANNUAL PLAN

Our goal for the upcoming year is to build upon the initiatives established over the 2000/2001 period. Specifically, our goal is to have a greater presence within the lower mainland communities. The "Jobskills" presentation will be updated and presented to a larger audience of high schools, colleges, universities and community centres.

1. EXECUTIVE SUMMARY

During the reporting year April 1, 2000 to March 31, 2001, the Workers' Compensation Board continued its commitment for support of Multiculturalism and Diversity in the workplace. The Workers'

Compensation Board recognizes that our workplace must reflect the diverse community that we serve in the Province of British Columbia.

The Joint Committee on Diversity spearheaded a number of initiatives throughout 2000 – 2001, including communication of various programs, observing International Human Rights Day, Multiculturalism Week and communicating educational information on Anti-Racism and Multiculturalism to all WCB Offices.

The Committee is also coordinating the Employment Systems Review of all Human Resources policies, practices, and procedures. To assist with this review, the WCB provided the Committee with specific funding and resources. In May 1998, the first phase of this review commenced and focused on reviewing the Compensation, Benefits, and Job Evaluation systems. This first phase was completed in December 1998.

The second phase of the Employment Systems review that focuses on recruitment, selection, training and development, and mobility systems for the WCB is underway with the initial report expected by end of May 2001.

Other initiatives identified for 2001-2002 include the:

- ongoing delivery of the updated Diversity Awareness training program to WCB staff,
- delivery of enhanced Harassment Training to managers and shop stewards,
- delivery of "Respectful Workplace" Training to WCB staff.
- focus on recruitment initiatives for key groups, Persons with Disabilities and Aboriginal Peoples.

The organization will continue with many on-going established initiatives such as:

- utilizing a competency based recruitment system for all internal and external hiring needs,
- participation in the Access Ability Program (training program for Persons with Disabilities)
- provision of translation and interpretive services.

There are 3179 (permanent and temporary) employees at the WCB.

2. HIGHLIGHTS, ACCOMPLISHMENTS AND INITIATIVES FOR APRIL 1, 2000-MARCH 31, 2001.

Executive Commitment

Executive commitment for multiculturalism continues at the WCB. A Multiculturalism Policy has been in place at the WCB since 1995. In addition, a document entitled Advancing the Plan: A Review and Restatement of the WCB Strategic Plan was developed in 1999. This is more than a summary of the strategic plan, as it sets new objectives, defines significant initiatives that address today's needs, and prepares the Board for coming events through the year 2003. This document also reaffirms our commitment to Multiculturalism with regards to our external stakeholders and our internal staff through strategic project streams such as:

> "Highly centralized institutions will be de-emphasized in favour of client-focused, community –based services and distributed, "virtual" operations (Call Centre). Wherever possible, technological solutions and partnerships will be employed to provide Province-wide access to services and information that are of a consistently high quality and are:
>
> - Diversity-sensitive(e.g. Indo-Canadian provider for all facets of the Continuum of Care, Multilingual Call Centre capability)
> - Responsive shifts in the economic and demographic structure of the Province."
>
> and
>
> "Sound business principles and professional administration consistent with workers' compensation first principles will guide the Board's decision making to maintain a fully funded and effective system. To achieve this, the size and nature of WCB administration will change in the following ways:

- The diversity of the staff will become more reflective of provincial demographics."

One objective stated in this document is the primary goal of providing WCB stakeholders and the public with service in a sensitive, respectful and effective manner. In order to accomplish this, our service delivery mechanisms must be more responsive to the culturally diverse public we service.

Executive commitment to multiculturalism is also reflected in the WCB's core values, which include:

- Service-Client focused
- People-respectful, collaborative, supportive
- Business-ethical, professional, prudent
- Development-future oriented, improvement oriented, learning oriented

Highlights, Accomplishments and On-going Initiatives in Multiculturalism at the Workers' Compensation Board for the time period April 1, 2000 to March 31, 2001 are as follows:

- Diversity Awareness training sessions commenced October 2000 – April 2001 and will continue in Fall 2001. These sessions are meant to help all staff to gain an awareness of diversity issues and how those issues impact our workplaces and communities, to provide a better understanding of concepts of welcoming and valuing diversity in the workplace, to learn about cultural differences, and to provide a better understanding of the principles, policies and legislation pertaining to Diversity issues.
- Harassment training sessions for Managers and Shop Stewards have been on-going since January 2000. This course provides an understanding of the WCB/CEU Joint Harassment Policy and a review of the Human Rights Code. A main component of this course is recognizing the roles of the manager and shop steward in creating and maintaining a healthy and harassment free workplace.
- Multiculturalism Week, February 11-17, 2001 offered opportunities for awareness and education for WCB staff. The week, coordinated by the Joint Diversity Committee, featured a number of different events and activities. The Committee sponsored a display booth for all Richmond staff. The booth offered draws for Ethnic CD's, and Multifaith Calendars. Area Offices received a Multifaith Calendar for display. A variety of ethnic foods were promoted during the week with the cafeteria providing daily multicultural menu themes and individual departments and Area Offices hosting food and heritage dress days.
- Human Rights Day, December 10, 2000, was commemorated with a WCB wide educational communication email.
- Phase II of the Employment Systems Review commenced in June 2000 with the report expected by end of May 2001. This Phase has focused on recruitment, selection, training and development and mobility systems within the organization.
- Implementation of recommendations for Phase I of the Employment Systems Review is near completion. This review examined unintended barriers to the practices, policies and processes related to compensation, benefits and job evaluation systems.
- Community Outreach Activities:

  Through 2000-2001 WCB representatives have attended and participated in a variety of external networking and outreach activities including Joint Meetings of Interministerial and Crown Corporations on Multiculturalism, the Working Forum on the Multiculturalism for Public Service and Public Sector Employers, "Face to Face 2000" sponsored by Human Resources Development Canada and B.C. Equal Opportunity Secretariat, the "Business Case for Diversity" session sponsored by Multiculturalism B.C. during Multiculturalism Week and the Employment Equity Outreach Forum co-sponsored by the Equal Opportunity Secretariat and Immigrant Services Society of BC.

  The WCB also participated in a number of career fairs sponsored by community organizations such as PICSS (Progressive Intercultural Community Service Society), the University of British Columbia, Kwantlen College, Douglas College, S.U.C.C.E.S.S. (United Chinese Community Enrichment Services Society) and Fraserside Community Services Society and Vancouver School Board Network to Work.
- To ensure fairness in our recruiting policies, Human Resources continues to utilize a competency-based system of recruitment for all its internal and external hiring needs. The system identifies essential job competencies that can be accurately assessed by selection tools. Competency based selection assists in eliminating artificial barriers and allows for consistency.
- The Information Services Division continues to take part in the Access Ability Program. This program has two objectives: first, it provides computer training to people with disabilities, and second, it challenges workplace prejudice against the disabled. The Access Ability Program was originally developed by the WCB in 1987 to provide computer training to people disabled by workplace accidents. The Open Learning Agency took responsibility for the program in 1990.

  As a partner in the Access Ability program, the WCB continues to contribute funding, take part in the Business Advisory Council, provide internship to students and hire program graduates in the Information Services Division.
- Translation and interpretative services are ongoing in most areas of the WCB and all publications and

video productions are evaluated as to the need for translation and into what languages.

- The Prevention Division continues to liase with the Indo-Canadian agriculture community and other multicultural groups through an organization funded by the WCB, FARSHA (Farm and Ranch Safety and Health Agency). This liaison addresses and attempts to resolve concerns within those multicultural groups with respect to safety and health regulations.
- The Psychology Department continues to operate a specialized psycho-vocational testing unit providing culturally sensitive assessment services for workers with limited or no English language skills using a non-verbal testing approach. The Psychology Department utilizes the services of professional translators when required.
- The Rehabilitation Centre continues to contract the services of a clinical social worker that offers counseling services in Punjabi, Urdu, and Hindi. These services are available on an as needed basis.
- The WCB continues to use Mosaic Community Interpretation Services. Mosaic provides written translation and oral interpretation services for the Board when we require language expertise in dealing with non-English speaking clients. This service allows the WCB to better serve our clients in a variety of languages.
- In specific, direct customer service areas, the Compensation Services Division has established designated positions staffed with bi-lingual employees (e.g. Cantonese, Punjabi).
- The Human Resources Department displays Employment Equity, Multiculturalism and Harassment posters and related brochures. The Diversity Committee has a dedicated bulletin board for staff to view.
- Various communication tools are in place to highlight the importance of Diversity at the WCB. There is a dedicated website for Diversity on BoardNet, the WCB's internal communication tool. The website is used to communicate information regarding the Diversity Committee's Terms of Reference, the WCB's policy on Multiculturalism, glossary of terms, Employment Equity Multiculturalism, the Committee membership, Employment Systems Review and a monthly Calendar of Events.
- The Multiculturalism Policy (1995) is available to staff on the Diversity Committee's web site on WCB's Boardnet system.
- A Diversity email mailbox is available for internal staff inquiries regarding Diversity, Multiculturalism and Employment Equity.
- The WCB encourages participation from non-traditional ethnic media to attend various WCB events and conferences. The WCB also includes the ethnic media in the distribution of news releases and other media materials as well using external ethnic media for recruitment initiatives.
- The WCB seeks to reflect B.C.'s multicultural society through visual representation in its print and television advertising, as well as in related print and video materials. A mix of gender, ages, occupation, and ethnic backgrounds is considered when selecting photo subjects for print materials, films and videos.
- A video library is available for internal WCB staff access. These videos cover a variety of subjects regarding multiculturalism, diversity and employment equity.

3. THREE YEAR STRATEGIC PLAN FOR MULTICULTURALISM 2001-2004

- Completion of the implementation of the Employment Systems Review Phase I recommendations, which examined unintended barriers to achieving diversity in the workplace around practices, policies and processes to do with Compensation, Benefits and Job Evaluation systems.
- Completion and implementation of Phase II of the Employment Systems Review that has focused on recruitment, selection, training and development systems.
- Continuation of rollout of updated Diversity Awareness training sessions to WCB staff. This will be an ongoing initiative.
- Continuation of "Respectful Workplace" training to all staff commencing in 2001. This will be an ongoing initiative.
- The Harassment policy is now provided to all employees at new employee orientation. This will be an ongoing initiative.
- All new management staff are given a specific orientation to the WCB/CEU Harassment Policy. This will be an ongoing initiative.
- Expand recruitment advertising and outreach to target under represented groups, such as Persons with Disabilities and Aboriginal Peoples.

4. ANNUAL BUSINESS PLAN: MAJOR INITIATIVES FOR THE YEAR 2001-2002

- During 2001/2002, the Human Resources Division in conjunction with the Joint Diversity Committee will complete and initiate implementation of Phase II of the Employment Systems Review. Phase II entails a review of the recruitment, selection, training and development systems. The Phase II review commenced June 2000.

- Joint Harassment Training for managers and shop stewards commenced January 2000. This training will be on going through 2001-2002.
- Respectful workplace training sessions will continue to be presented to all staff at their regular departmental meetings. These sessions will be conducted on an ongoing basis and will allow broader communication of diversity and harassment issues to all staff.
- The WCB will partner with various external diversity and multicultural groups, including various schools, aboriginal groups and agencies dealing with persons with disabilities in order to attract qualified candidates for employment at the WCB.
- The WCB will continue to participate in multicultural community job fairs to raise our profile as an employer of choice. We will continue to identify and recruit individuals into service oriented positions requiring specific language competencies. This will assist the WCB to continue to meet the service needs of its clients.
- The WCB will continue to market its employment opportunities to key designated groups (persons with disabilities and Aboriginal peoples).
- Diversity Awareness training for staff will continue through 2001-2002. The WCB will be providing diversity training to staff to increase awareness of diversity issues within the WCB. It is expected this project will continue through spring 2002.
- The WCB Executive will initiate ongoing commitment by identifying specific divisional diversity and multicultural objectives and by including specific initiatives in the 2001/2002 business planning and budgeting process.

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